



Interview Excellence Partnership (IEP) Resume Screening Cheat Sheet

FLIP26 Commitment: Fairness, Love, Integrity, Partnership

IEP Principle:

We select for capability, consistency, and behaviors that predict on-the-job success, not titles alone.

The 30-Second Resume Scan (All Roles)

Ask these four IEP gate questions before reading anything else:

1. Has this person done comparable work before?
(Outdoor, physical, fast-paced, customer-facing, or people-leading)
2. Have they worked in conditions similar to ours?
(Weather, pace, volume, standing all shift, weekends/holidays)
3. Is there evidence of reliability and accountability?
(Tenure, promotions, increased responsibility, ownership language)
4. Do they show service and sales orientation?
(Customers, memberships, upselling, resolving issues)

If 2 or more are “no” → screen out unless there is strong, clearly documented qualifying evidence.

IEP favors predictive evidence, not potential alone.

IEP Reliability Priority

After the initial scan, reliability is the next and most important screening decision. Reliability is the single strongest predictor of success in our environment.

Resumes should show evidence of:

- Tenure consistency (12+ months in physically or operationally demanding roles)
- Progression (added responsibility, promotions, or expanded scope)
- Intentional movement (role changes explained by growth, relocation, or business changes)

Red Flags (Weighted Heavily):

- Repeated short stints (3–6 months) with no explanation
- Vague descriptions (“various duties,” “helped out”)
- Pattern of leaving just before peak seasons or performance pressure

One short stint can be explained. A pattern without explanation is predictive.

SCREENING SIGNALS:

Store Manager Role Purpose:

Runs the site day-to-day when the GM isn't there. Leads people, drives sales, maintains standards, and keeps the operation steady.

People leadership • Shift ownership • Operational discipline • Sales execution

What to Look for on a Resume

- Assistant manager, shift manager, or lead roles in **retail, fast-casual, or service environments**.
- Scheduling, payroll exposure, or supervising 5–15 employees.
- Sales accountability (KPIs, memberships, revenue goals).





Keywords / Phrases

- "Assistant Manager," "Shift Manager"
- "Hiring," "training," "coaching"
- "Sales goals," "KPIs," "customer experience"
- "Safety," "compliance," "operations"

Behavioral Clues

- Evidence of stepping up when a manager was absent.
- Balanced people + results language.

Yellow Flags

- Manager title with no team size or outcomes listed.
- Heavy task focus with no people leadership.

You are looking for someone who has already done this kind of work, in this kind of environment, with real people accountability, not someone who just likes the title.

IEP Resume → Interview Alignment

If a resume passes screening, the interview must test the same capability you screened for.

Resume Signal Found	IEP Interview Focus
Physical / outdoor work	"Tell me about a physically demanding job you stayed in."
Sales / memberships	"Walk me through how you sell when customers hesitate."
Leadership / training	"Who have you developed and how?"
Accountability language	"Tell me about a time you owned a bad outcome."

IEP Rule:

If you can't probe it in the interview, it shouldn't screen them in.

We do not hire for titles, personality, or likability, we hire for evidence of capability in conditions similar to ours.

This job involves heat, cold, rain, sales pressure, and people. If the resume doesn't show that, keep scrolling.





Sample Candidate Profiles:

STORE MANAGER

HIRE

Candidate Profile:

- Assistant Manager, 2+ years
Supervised 10–12 employees
- Scheduling and hiring listed
- Sales KPIs referenced

Why this candidate was selected:

- Proven people leadership
Operational discipline
- Reliability at management level

MAYBE

Candidate Profile:

- Strong lead role, acting manager experience
- Only 6–9 months in management duties
- Good results, limited tenure

Why this candidate is a *Maybe*:

- Capability is present
- Depth and durability need probing

NO

Candidate Profile:

- “Manager” title
- No team size, no KPIs
- Task-heavy resume
- Multiple short manager stints

Why this candidate was not selected:

- Title inflation
- No evidence of people leadership
- High risk of washout

