



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:

Team Lead Role Purpose:

Physically demanding, outdoor customer-facing role responsible for prepping vehicles, selling wash plans, and delivering fast, friendly service in all weather conditions.

Physical endurance • Coachability • Customer energy • Reliability

What to Look for on a Resume

- Customer-facing, fast-paced work where speed, accuracy, and interaction mattered.
- Experience in transactional service environments where employees were expected to talk to customers, manage pace, and influence outcomes.





- Customer-facing sales experience (memberships, upselling, add-ons) is a priority signal as the role increasingly supports membership growth.
- Candidates who demonstrate physical endurance + customer interaction + sales comfort should be prioritized over task-only backgrounds.
- Outdoor or physically demanding work with customer exposure (amusement parks, QSR, retail floor, hospitality, service counters).

Note: Warehouse or production experience without customer interaction is a lower predictor of success at the Team Lead level.

Keywords / Phrases That Matter

- "Customer service," "sales," "membership," "upselling," "add-ons"
- "Fast-paced," "high-volume," "customer-facing"
- "Handled objections," "resolved customer issues"
- "Worked full shifts on feet"

Behavioral Clues

- Short job tenures are acceptable if there's consistency in showing up and working.
- Reliability > polish.
- Evidence of initiating customer conversations and handling sales resistance.
- Evidence of balancing physical work with customer interaction.

Yellow Flags

- Warehouse, fulfillment, or production roles without customer-facing responsibilities.
- Only task-based roles with no evidence of customer interaction or influence.
- Frequent short stints paired with vague explanations ("did various tasks").

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:

TEAM LEAD

HIRE

Candidate Profile:

- 1.5 years as Shift Supervisor in fast-casual restaurant
- Led peak lunch and weekend shifts
- Responsible for upselling combos and loyalty sign-ups
- Resume references:
 - "Worked full shifts on feet"
 - "Upsold daily specials"
 - "Recognized for attendance and reliability"

Why this candidate was selected:

- Clear reliability
- Physical + customer-facing
- Sales exposure present
- Progression signal

MAYBE

Candidate Profile:

- 8 months landscaping
- 10 months amusement park ride attendant
- No promotions, but consistent seasonal work
- Some customer interaction, no sales language

Why this candidate is a *Maybe*:

- Physical endurance is there
- Reliability is borderline but explainable
- Sales not demonstrated, interview must probe

Interview Focus with the profile:

- Attendance patterns
- Comfort selling memberships
- Staying power in tough conditions

NO

Candidate Profile:

- 5 roles in 2 years
- Longest tenure: 4 months
- Office-based roles only
No customer-facing or physical work
- Resume language: "various responsibilities"

Why this candidate was not selected:

- Pattern of short stops
- No physical or customer alignment
Reliability risk is high

