STORE MANAGER DEVELOPMENT PROGRAM

Course 1000 – Recruiting (ICS)

DEVELOPER GUIDE

Table of Contents

RECRUITING OVERVIEW - 1000

Welcome

Welcome to the Recruiting Development Course. This course will teach you the necessary skills to recruit qualified, high-performing candidates who fit well with our culture. Understanding the recruiting, interviewing, and hiring processes discussed in this course will enable everyone to lead and achieve long-term team and organizational success.

Notes and Questions

As you go, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration. Your manager will then review the information and any questions you may have.

Course Note

This course only intends to prepare Shift Leaders to perform the recruiting functions in their future role. Shift Leaders may participate in interviews during the training but will never be in a decision-making position.

All decisions regarding progression in the hiring process must be made by a Store Manager or above.

Educate

Recruiting is the initial step in the hiring process. It involves identifying and attracting potential candidates with the skills, qualifications, and attributes necessary for a job. The role of recruiting extends beyond merely filling vacancies; it encompasses strategic efforts to build a talent pipeline that supports the organization's long-term goals.

Sourcing Candidates

Our recruiting team employs various methods to source candidates, including employee referrals, job boards, social media, professional networks like LinkedIn, and the company website's career page, to reach a broader and more diverse pool of candidates.

Screening Candidates

Once resumes and applications have been submitted, they are screened to assess if the candidate meets the requirements outlined in the job description, such as education, years of experience, and specific skills or certifications create a shortlist of individuals meeting the job criteria. This initial screening is critical to ensure only the most qualified candidates proceed to the interview stages.

Interviewing

Interviewing allows teams to evaluate candidates' skills, experiences, and cultural fit to make an informed and collaborative decision about which candidates are best suited for the job, the location, and WhiteWater.

Types of Interviews

Each type serves a purpose and ensures a comprehensive evaluation of candidates. Phone interviews assess basic qualifications and communication skills, while in-person interviews evaluate candidates' interpersonal skills, body language, and overall presence. Candidates who perform well in the phone interview are invited for a more in-depth in-person interview, including meeting with potential team members and managers.

Benefits of Effective Recruiting

An effective recruiting and interviewing process is essential to ensure the selection of the best candidates. This leads to higher productivity, better job performance, reduced turnover rates, and a streamlined and professional recruiting process. By selecting the right candidates from the start, we can avoid the costs associated with high turnover, such as training new hires and losing productivity during the transition period. Throughout the process, remember that while filling positions quickly is important, rushing the hiring process can lead to poor decisions. It is critical to always balance urgency and thoroughness when evaluating candidates to ensure they are the right fit.

Conclusion

Recruiting and interviewing are vital in hiring the right team members, and effectively completing the process leads to higher productivity, lower turnover rates, and a more positive work environment. Remember, the recruiting, interviewing, and hiring processes discussed in this course will enable everyone to lead and achieve long-term team and organizational success.

APPLICANT TRACKING SYSTEM - 1001

Welcome

Welcome to the Applicant Tracking System Module. In this module, you will learn about our applicant tracking system, JazzHR, and how to set up your account and navigate the platform.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

The applicant tracking system (ATS) creates a more organized and expedited recruiting process by combining all the tools and resources needed to successfully complete each recruiting stage. This organized approach results in increased overall effectiveness and efficiency of the process.

What

The following are the items you will need to access and complete tasks in the applicant tracking system:

1. JazzHR

   The applicant tracking system you will use to complete the various recruiting tasks.

2. Computer

   You will need a computer to access the JazzHR platform.

Educate

JazzHR, our applicant tracking system (ATS) helps us expedite the hiring process, improve candidate experience, build a stronger talent pipeline, and facilitate better decision-making by providing an all-in-one platform for sourcing, screening, communicating, and tracking candidates. Now, let’s learn more about JazzHR and how to interact with the platform.

Hiring Manager Training

Hello and thanks for joining the JazzHR hiring manager training. In this video, we will be reviewing some high-level functionality across the system. After watching, you'll have a better idea of how to source, screen and better communicate with your candidates and hiring team throughout the process. For those of you who aren't familiar with how JazzHR works, your hiring team will be creating requisitions in the system, and those jobs can be syndicated automatically to a number of job boards, including Indeed, LinkedIn, ZipRecruiter, and your company's career page. Candidates then have the ability to apply from any one of those sources, and your team can then manage all candidates within one centralized location. In this video, we'll cover how to log in to the system and update your user profile and settings, how to navigate your jobs, and how to communicate with candidates and move them through the workflow. If you want to learn more about any area we are covering today, you can quickly access our knowledge base by clicking on the question mark in either the lower left hand corner or the upper right hand corner. Our knowledge base is filled with articles, tutorials, and deep dive webinars for you to learn even more. So let's get started! When you first log in, you'll see your dashboard, a command center for all the activity happening within your account. You can quickly review your open jobs, see any notifications and your team's latest activity. To customize your user settings, click your initials in the top right hand corner and select My profile. Here, you can add your job title, email signature, and even customize how you receive your notifications. Your recruiting role determines the level of access and visibility you have across the system. If you have any questions about this, feel free to contact your system administrator. If you keep scrolling down, you can also manage any integrations you may be using, like your calendar or one of our third party integrations like Calendly, which allows your candidates to self schedule a meeting or interview with you through a link you send via email. Now that you've set up your user profile, you'll want to navigate over to the main jobs tab to check out your jobs and begin screening your candidates. Your jobs list is completely customizable based on what jobs are relevant to you. When I apply filters on the right hand side or change out the main columns, I can then select “Save My View”. Now, every time I return to the jobs tab, this will be my default view and whenever I need to update it, I can make my changes and click Save My View again. For our example, let's go ahead and check out the Communication Specialist position. On the right hand side, you'll see the job status whether the job has been syndicated out to our free job board partners, the hiring manager, and job visibility. Under candidates, I can see a quick view of how many applicants we have and what stage they are currently in. Let's take a look at a candidate that has just applied. Once in the candidate profile, I can quickly see their location, phone number, email address and the source where they have applied from. Here I can see what job they applied for. When I scroll down, we see their resume that they have submitted, any responses to the job application that your team has created and also the rest of their profile information.

When a candidate has first applied and is in the new stage, we have our options here to either reject if we know right away, if they're not going to be the right fit for our position, or advance a candidate if we want to learn more about them and continue on in the hiring process. All of the not hired, hired, and active stage dispositions listed here are set up through your workflow and are fully customizable by your administrators. We'll also see how automations can be assigned through the use of our workflow helpers. If you have any questions, make sure to reach out to your HR team.

Let's go ahead and advance this candidate to our first stage, Screen Candidate. When this stage is selected, we see a workflow helper up here letting us know that a task will be assigned to me to review the candidates resume and share my feedback with the team. I can choose to assign a date or add any notes before I confirm the status change. In order to share my feedback, I'm going to navigate to the discussion tab. Not only can I add a comment, tag a team member, or the full hiring team using the app mention function, but I can also scroll down and see who moved the candidate and when. Any change that is made to the candidate status will be recorded here and provide a timeline for your hiring process. I want to let my team know that Kathleen has a strong resume, and suggests that we connect for a phone screen. My team will get notified about this and can easily add a reply to my comment as well.

Let's go ahead and move the candidate to the second stage, which is our phone screen. In this stage we have another workflow helper. This time it's an email to be sent to the candidate inviting them to self-schedule their phone screen interview. I can choose when this email should be sent, and since I've added my integration with Calendly, I can also choose which event type I'd like to share with this candidate. If I've changed my mind or want to send another email, I can easily uncheck this box and still confirm status change. I can draft an email to a candidate, either from their email tab or using the envelope icon up at the top. If your HR team has added our candidate texting feature to your account, you can also quickly send a text message to a candidate right from their profile.

Another feature to mention within the candidate profile is the use of categories. This is an easy way to tag candidates and quickly search for them later. For Kathleen, I want to remember that she's bilingual and that she's willing to work remotely, so I can set those options and click Make Selection.

Now that we've covered our candidate profile and how to move a candidate through the workflow, let's talk about how to search for candidates. Within the job itself, I can use this search tool and use our keyword search to find certain criteria within the resume, workflow status, category, or rating. To search within all of your applicants across all your jobs, click candidates in your main navigation. When searching for a candidate, you can search by anything within the candidate profile or job application. Here's where we can quickly find candidates based on the categories we have previously assigned to them. When I select willing to work remotely and apply, Kathleen's profile pops up right away. Let's say I want to quickly see the list of candidates that are in the new and active stage that have applied since the beginning of the year. I can select that information and hit apply. If there's a certain search I run regularly, I can choose to save the filter. So the next time you return to your candidates page, you can go directly to the search filter and click into the box to see your saved filters and those results will populate. As we finish up, let's recap what we've covered. We started on our dashboard, updated our profile settings and connected integrations in my profile under our initials. We updated our jobs view, reviewed our candidate profile, and moved to candidate through the workflow. We finished out by searching for candidates. Remember to check out our knowledge base to dig a little deeper into any of the areas we covered in this video by clicking one of the question marks within the app. Thanks for watching and happy hiring!

Candidate Profile

A candidate profile is your central hub for all information related to your candidate. You can see candidates within a particular job or navigate to Candidate Profiles using the candidates tab. Simply click on the name of the candidate you wish to view.

When you've made it to their profile, you'll be able to see their name and application date, as well as contact and demographic information and the place at which they applied to our job. Additionally, you can see the job that they are listed in, as well as any other jobs that the profile may also be in as well. You can also add a candidate to another job if they're a better fit for something else. As you scroll down the screen, you will see the candidate's resume as well as their job application and a profile section. If you need to store additional information on the profile, simply click on Edit Profile to add in the fields.

After we've initially reviewed a candidate, we will want to decide where we are going to progress them in the workflow. We can choose to advance them and move them forward in our process, or we can choose to reject them and put them into a not hired disposition. If we're not quite ready to move the candidate in the workflow yet, we can choose to vote on our candidate. Simply select which option you think they should go to. Whenever you're moving a candidate in the workflow, feel free to leave a comment.

On the discussion tab, you'll see a history of the stages that the candidate has been moved into, as well as the comment that you've just made. Additionally, you can create threads of comments so that you can collaborate with your team. Feel free to change the privacy settings whenever making a discussion comment.

The interviews tab will allow you to schedule interviews directly onto your calendar, and also complete interview guides for storing feedback. Please watch our videos on scheduling interviews and completing interview guides to learn more.

The assessments tab will allow you to send personality assessments, background checks, and evaluations to candidates. You can also see the results on this tab here as well.

The emails tab will include emails back and forth to the candidate. Feel free to lock this emails tab, should you need to control the privacy.

The documents tab will include documents for the candidate that you would like to store, things like the resume or maybe a portfolio. Additionally, if you have offers in E-signatures, you can send out offer letters or onboarding paperwork from this tab as well.

On the right side, we have our sidebar. At the top you'll see the texting section if you've added texting. You'll also be able to see the incomplete tasks, questionnaires, document summary, categories and other jobs. Feel free to click the show icon to hide a certain section or reorder the sidebar items. Additionally, when evaluating a candidate, you can use the star rating to visually represent how well you think the candidate fits the job.

There's also an actions dropdown where you can choose to hide a candidate if you are a super administrator, this will hide the profile from other users in the account. Additionally, you can watch a candidate keeping them on a quick pick list, should you want to keep a close eye on them. And you can also export a candidate to your HRIS or payroll platform.

Whenever you’ve reviewed a candidate and moved them in the workflow, simply click on “Next Candidate” to move on to the next option. And that's it. Happy hiring!

Applicant Tracking System Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must retake the quiz. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. Who on the hiring team can create the offer letter?
    a. Anyone
    b. The original creator of the post
    c. The Hiring Manager
    d. The HR team
2. How many Hiring managers can a job post have?
    a. 1
    b. 2
    c. 5
    d. None of the above
3. What viewing privileges should the offer letter be set for HR to be able to view it?
    a. Everyone
    b. Admins Only
    c. Only Me
    d. Specific People
4. The candidate accepting the offer is the final step of the process.
    a. True
    b. False
5. What is the final step?
    a. The in-person interview
    b. Sending the offer letter
    c. The candidate accepting the offer
    d. Exporting to ADP
6. Where can I find guides for anything related to JazzHR?
    a. Intranet Recruiting page
    b. HR Direct
    c. JazzHR
    d. All the above
7. Who sends the background checks? No, HR sends out the background checks.
    a. Hiring Manager
    b. Location's General Manager
    c. Location's Area Director
    d. HR Team
8. When Exporting to ADP, the candidate will be a new hire ________________?
    a. Onsite
    b. Offsite
    c. Physical
    d. Remote

Applicant Tracking System Demonstration

Once the team member has passed the quiz, ask the team member if they have any questions. Once all questions have been answered, perform a real-time demonstration in as close to the same manner it is typically performed.

During the Demonstration, do not stop to answer team members' questions or provide additional information. The goal is for team members to see the process performed as close to a real-life scenario. The uninterrupted performance will help connect the steps or information learned. You will answer all questions and provide further insight into your performance during the process after the demonstration is completed.

Go through each of the tasks discussed in the Hiring Manager section of the module and how to navigate the Candidate Profile. Familiarize the team members and repeat any steps as necessary.

After the demonstration, review the process and any team member questions and distribute the handout(s) for review and study.

Applicant Tracking System Perform & Coach

During Perform & Coach, do not stop to answer team member questions or provide additional information or coaching during their performance. The goal is for the team members to complete the process as best they can while you observe the performance to determine which area needs to be addressed first.

Have the team member complete each of the tasks discussed in the Hiring Manager section of the module and navigate the Candidate Profile.

Repeat the process until the team member completely understands all the information covered in this module and you and the team member feel confident they can perform the procedure to standard.

RESUME SCREENING - 1002

Welcome

Welcome to the Resume Screening Module. In this module, you will learn how to effectively screen resumes to ensure that only the most qualified candidates proceed to the interview stage.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

The purpose of screening resumes is to assess if applicants meet the requirements outlined in the job description, such as education, years of experience, and specific skills or certifications and collect enough information to quickly determine whether to proceed to a phone interview with the candidate.

What

The following are the items you will need to screen resumes effectively:

1. JazzHR

   JazzHR is used to access and view resumes and begin communications with candidates.
2. Applicant Resumes

   The resumes of the applicants for the specific position you are recruiting.
3. Computer

   You will need a computer to access JazzHR, and applicant resumes.

Educate

Resume screening is a critical step in the hiring process, and effective resume screening can help save time and ensure that only the most qualified candidates proceed to the interview stage. As you review resumes, you will need to consider the following:

Career Progression

Career progression helps evaluate the applicant's work history, achievements, and transferable skills as they relate to the responsibilities of the open position. Previous customer service positions indicate some knowledge of interacting with customers. Outdoor or physically active positions show that a candidate can work outdoors and in a physically demanding position. Experience in a maintenance or other mechanically oriented position can indicate an ability to work on car wash equipment. Positions in fast-paced environments such as restaurants, fast food chains or retail stores could mean the ability to move quickly and work with a sense of urgency.

The following are questions to ask yourself when reviewing an applicant's career progression.

- Is the candidate currently working?
- What is the candidate's tenure in each past role?
- Do each previous position's start and end dates line up?
- Are there large gaps in employment?

- Taking note of the gaps between positions is important to determine the likelihood that the applicant would be a long-term solution to your hiring need. Long gaps, short gaps and multiple gaps in employment should all be considered when reviewing a resume. If you proceed to the phone interview, you will need more details about the employment gaps.

- Do they have customer service experience? Or are they moving among industries doing different types of unrelated work?
  - Having many jobs, especially when they are unrelated, does not always equal a quality candidate. Often, candidates with many past positions only spend a short time in each position. When people stay at jobs for short periods, it can often indicate that they are not good employees or do not stick with a job very long.

Communication Skills

Evaluating applicants' written and verbal communication skills is important in effectively screening resumes. When evaluating communication skills, consider the following:

1. Does the resume read as a detailed list of accomplishments with quantifiable results, or does it appear to be a list of duties and responsibilities copied and pasted from the job description?
2. Does the resume appear professionally written without multiple misspellings or overuse of slang and abbreviated texting language?

More Information

A few questions often stem from the resume screening; however, it is important not to speculate on the answers currently. From clarifying job duties to questions about employment gaps, you will want to make note of any areas that require further clarification and be prepared to address those items in the phone interview. Remember, resume screening aims to identify whether applicants possess the skills and experience needed for the position.

Once you have gathered the necessary information and determined any questions you may have, you can decide whether to proceed with a phone interview. If you decide not to move forward with an applicant, move on to the next resume and begin the process again.

If you are ever unsure about a candidate, it is always better to call them and avoid potentially letting a great candidate get away because of uncertainty. Once you are on the phone, it will become clear whether the candidate is a good fit. We will discuss the phone interview process in the next module.

Candidate Texting

With candidate texting, you can create a better candidate experience and hire top talent faster. When you include texting in your hiring process. The average person checks their phone more than 150 times a day, so staying connected and top of mind with your talent pipeline by leveraging candidate texting is a smart move. Each candidate texting subscription comes with unlimited company users and the ability to select a preferred area code, so it's easy to incorporate into your current hiring process. Let's begin by making sure all of your users who you want to have access have texting enabled. Navigate to Settings People and select the user you want to enable. Scroll down and click Enable Texting. You'll repeat this process for any additional users who need access from a candidate perspective. They will be given the option to opt in to texting through a question that is automatically built into your job applications. You can send a message at any time to a candidate right from their candidate profile. Click text this candidate to launch the texting pop up window. From here, you can send a customized greeting message with one click or type your own custom message into the text area.

Additional options like adding emojis or scheduling a text message to be sent later or at a specified time are all built right into the system. To customize your welcome message, click the three dots and select Open Chat in-app. This will open up the canvas texting app. Navigate to your initials, My Preferences, and select messages on the left hand side. Here you can edit your default welcome message and include a merge tag like candidate first name to customize the message. When you select library messages, you can also build templates so that you can quickly send frequently used messages and information to candidates. Another way to access your text messages is simply by selecting the message icon in the main navigation bar within Jasper. To send your text message templates, simply click this icon and navigate to messages.

Adding text messages as workflow helpers is an easy way to stay in touch with candidates and automate your hiring process. Your additional messages will help accelerate time to hire and reinforce important messages and reminders, where candidates are sure to see them. To create text message templates to use as workflow helpers, first navigate to Settings Templates and click into Text Messages. messages. From here, you're going to click New Message to begin creating your template. You'll give the message template a name and then you'll type into the message box. Again. Utilize the token guides so the system can populate information like the candidate's name and even the job title into your messages. After you have your message template saved, you'll navigate over to workflows so that you can add that text message template as a workflow helper. Select the stage where you'd like to include the text from the add dropdown. Select Text Message and choose your template. Click Add Text message and now this text will be sent automatically when we put a candidate in our phone screen stage. Let's go ahead and see that in action. We're going to go back to our candidate profile. And let's put that candidate in that stage so that they can get that text message. When we advance the candidate to that stage, we'll see the workflow helpers pop up. And for the text message, we have the ability to change our template, preview the message, choose who this message should be sent from, and we can decide if we want to send it now or if we want to send it later. Once we click confirm, that text message will be sent Once a text a candidate while you're away from your desk, download the free canvas app to your smartphone from the Apple App Store or Android Store so that you can take candidate conversations on the go. You can also manage your candidate texting subscription right from your Jazz Air account. Click your initials in the top right hand corner and select Account Information, then subscription. Thanks so much for watching. Happy hiring.

Schedule the Interview

Scheduling interviews in JazzHR can be done in just a few minutes and gives you a centralized location for all candidate interviews. Guides and sessions can be added ad hoc from the interviews tab of the candidate profile as you see in this example, or sessions can be automatically populated when you move a candidate into a specific workflow stage. This is done by the use of an interview session workflow helper, which can be added by going to Settings, Workflows. JazzHR integrates with versions of Google, Office 365 and exchange calendars so that you can see all availability. You can set up your calendar integration either for the first time when you click to schedule an interview, or by visiting My Profile when you click your initials in the top right corner. Not only do these integrations allow you to view your calendar in JazzHR, but you can also schedule video interviews using Google Meets or Microsoft Teams depending on your email client. In this same area, you can also link to your zoom account as a video interviewing option. To schedule an interview session, select which interview stage you would like to add an interview to and select Schedule Interview Session.

This will direct you to your calendar. I can add the details of the interview and select if I want to add a video conference link. On the right side, you can search your colleagues calendars for an appropriate time for the candidate interview. Once you selected a time slot that works for all participants, choose who will be interviewing and when. Add an interview guide and set the duration of the interviews.

Once all of your interviews in the session have been scheduled, select Next to customize the invites. From this screen, you can edit the invites to send to your team and the candidate. When I click Open, I can specify which items to attach and any notes in the description. This information is only seen by your colleagues and the candidate will receive a separate email that we will customize below.

Next, we can customize what the candidate's email notification should look like. You can draft an email on the fly or select a previously created template found under Settings, Templates and Emails. The agenda for the interview will be added to the email when it is sent. You can also add an ICS or event file to the email, so the candidate can add it easily to their calendar. If you've added a video conference link on the previous screen, that unique link will also be added to the email body. When you're done, click Done customizing, then save sessions and send invites. That's it. Now the candidate and your team are interview ready.

Conclusion

Remember, screening resumes is crucial for identifying qualified candidates. Effective resume screening saves time and ensures that only qualified candidates move forward. As you review each resume and consider all the factors, remember that no single factor should eliminate a candidate from consideration for a phone interview. Instead, look at each factor as a piece of a puzzle. You can’t see the full picture with just one piece. You need all the pieces to get the full picture. Similarly, you should consider all the information and each factor in totality when deciding.

Resume Screening Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must retake the quiz. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. What are some things we should review when looking at a resume?
    a. Previous work experience
    b. Job responsibilities
    c. Relevant work history
    d. All of the above
2. What's the purpose of screening resumes?
    a. To determine if the candidate has the qualities, skills, and experience necessary for the position
    b. To determine if the candidate is qualified and make a hiring decision
    c. To determine if the candidate is qualified over the phone to avoid having to meet in person
    d. To determine if the resume has all the necessary information to contact the candidate
3. Once you have determined your questions about the information in a resume, it is important to speculate on all possible answers before contacting the candidate.
    a. True
    b. False
4. Previous work experience tells us what skills an applicant has and if they can be applied to the position they've applied for.
    a. True
    b. False
5. What platform is used to schedule candidate interviews?
    a. JazzHR
    b. Company Email
    c. Phone Call
    d. Google Meet
6. If a candidate has gaps in their employment, and you proceed to the phone interview, you will need to ________________________________.
    a. Avoid asking about the gaps
    b. You shouldn't proceed to a phone interview if there are employment gaps
    c. Get more details during the phone interview
    d. None of the above
7. All gaps in employment should be considered
    a. True
    b. False
8. What is the next step after resume screening?
    a. Hiring
    b. Onboarding
    c. Phone interview

    d. In-person Interview

9. Why is evaluating an applicant's communication skills during resume screening important?
    a. To ensure the candidate can write detailed lists of accomplishments
    b. To verify the candidate's ability to use texting language
    c. To determine if the candidate can follow job descriptions accurately
    d. To ensure the resume is professionally written without multiple misspellings or overuse of slang
10. We must interview every applicant that applies for a position.
    a. True
    b. False

Resume Screening Demonstration

Once the team member has passed the quiz, ask the team member if they have any questions. Once all questions have been answered, perform a real-time demonstration in as close to the same manner it is typically performed.

During the Demonstration, do not stop to answer team members' questions or provide additional information. The goal is for team members to see the process performed as close to a real-life scenario. The uninterrupted performance will help connect the steps or information learned. You will answer all questions and provide further insight into your performance during the process after the demonstration is completed.

Using **High-Quality Resume #1**, review the resume, mark items of interest or importance, and make notes as you normally would. Then, tell the team member if you would move on to the phone interview with the candidate and review what led to the decision. Repeat the process using **Low-Quality Resume #1.**

After the demonstration, review the process and any team member questions and distribute the handout(s) for review and study.

Resume Screening Perform & Coach

During Perform & Coach, do not stop to answer team member questions or provide additional information or coaching during their performance. The goal is for the team members to complete the process as best they can while you observe the performance to determine which area needs to be addressed first.

Give the team members **High-Quality Resume #2**, review the resume, mark items of interest or importance, and make notes. Then, ask if they would move on to the phone interview with the candidate and review what led to the decision. Repeat the process using **Low-Quality Resume #2.** Repeat the process using **High-Quality Resume #3** and **Low-Quality Resume #3.**

As you go through the recruiting process at your location, include the team members in the screening process and ask for their input on the quality of the candidates.

Repeat the process until the team member completely understands all the information covered in this module and you and the team member feel confident they can perform the procedure to standard.

REMINDER

This course only intends to prepare Shift Leaders to perform the recruiting functions in their future role. Shift Leaders may participate in interviews during the training but will never be in a decision-making position.

All decisions regarding progression in the hiring process must be made by a Store Manager or above.

Resume Screening Handout 1-High-Quality Resumes

Resume 1

Page 1

Leonardo Gerardo

Houston, TX 77088
leonardogerardo305@gmail.com
+1 832 206 6401

Work Experience

Store Protection Specialist
dd's DISCOUNTS-Houston, TX
November 2021 to April 2024

- Provide positive customer service.
- Mitigate theft and fraud.
- Greet entering customers.
- Provide customers with general information.
- Maintain store safety.
- Minimizing operational shortage.

Insurance Sales Agent
Allstate Insurance-Houston, TX
July 2023 to August 2023

- Insurance quoting and policy underwriting
- Customer relationship management
- Communicate with prospects and leads
- Process application for new policies
- Obtain accurate information and records of clients

Cashier/Customer Service
Lewis Food Town-Houston, TX
September 2020 to October 2021

- Processed sales in the register
- Bagging customers' groceries
- Collecting payment cash or credit
- Giving appropriate change amount
- Provide positive customer service
- Resolves customers' issues or questions
- Redeeming coupons tickets

Page 2

Education

Associate's degree in Business
Lone Star College System
June 2024 to Present

High school diploma
Jersey Village High School - Houston, TX
August 2016 to June 2020

Skills

- Cash Handling
- Writing Skills
- Customer Service
- English
- Communication skills
- Customer service
- Communication skills
- Problem management
- Underwriting
- Organizational skills
- Microsoft Excel
- Analysis skills
- Administrative experience
- Microsoft Word
- Microsoft Outlook
- Guest services
- Guest relations
- Customer Relationship Management

Languages

- English - Fluent

Certifications and Licenses

General Lines Agent
June 2023 to January 2025

General Lines Agent license approved by the Departn
HMO, Property, and Casualty.

Resume 2

Page 1

Hunter Hilbert

Forney, TX 75126
hunterhilbert07@gmail.com
+1 469 374 1589

On time hard working teamplayer

Work Experience

General Maintenance Worker
McDonald's
January 2024 to Present

Receiving and unload trucks 2 Times week and stocking all freezer and dry goods while I rotate stock. Maintain and fix any equipment McDonald's may have problems with. Clean and drain fryers daily. Along with vent hoods maintain cleanliness of parking lot and boh. Assist in kitchen when I'm needed.

Moisture and conditioning/ machine operator/ground guy
Langford and sons construction-Fort Worth, TX
March 2018 to Present

Set up for moisture and conditioning jobs. Water the lifts while operator compacts the lifts. Loading dump trucks. Operation of exavators for loading dump trucks also occasionally digging out the lots for moisture and conditioning. Running haul trucks on commercial jobs to get dirt to the dozer for lifts. Running the water truck on bigger commercial moisture and conditioning jobs. I'm the all around guy! I can and will get it done!

Tunnel Operator
Jet Wash Express-Mesquite, TX
May 2014 to March 2016

Operation of tunnel. Cleaning lot cleaning vacuums. Changing barrels for soap and other chemicals for the wash to insure smooth operation.

Pit Cook, assistant manager
Shorty's BBQ-Sunnyvale, TX
May 2010 to November 2015

Cook all meats and sides. Cashier dishwasher. Busser . Assisted the manager with daily task to help the restaurant function efficiently and efficiently.

Education

High school diploma
Horn High School - Mesquite, TX
August 2010 to May 2013

Page 2

Skills

- Construction
- Heavy Equipment Operation
- Mechanical Knowledge
- Lawn Care
- Blueprint Reading
- Handyman
- Carpentry
- Fabrication
- Electrical Experience
- Forklift
- Maintenance
- Construction Management
- Low Voltage
- Door Hanging
- Mowing
- Customer service
- Cash handling
- Sales
- Serving
- Supervising experience
- Driving
- Leadership
- Restaurant experience
- Retail sales
- Quality control
- Store management
- POS
- Heavy lifting
- Welding
- Manufacturing
- Cooking
- Communication skills
- Automotive repair
- Product demos
- Bussing
- Restaurant management
- Culinary experience
- Cleaning

Resume 3

Jonathan James

Volunteer - Community Projects
Batavia, OH 45103
jonathanjamesfrith434@gmail.com
+1 931 434 4544

Work Experience

Theater Manager

AMC Showplace Poplar Bluff-Poplar Bluff, MO
April 2011 to August 2020

Performing Various Functions

Box Office, Cashier, Trainer, Usher, Concessions, Film Projection and Greeter, Hospitality; assigned to one role while assisting other areas during down times to insure smooth transitions within the theater. Proven record of demonstrating leadership skills while training new employee's in a variety of roles under extremely tight timelines. Key job functions included: opening and closing, processing payments, attention to detail, computer skills, cash-handling abilities as well as strong communication skills.

Volunteer - Community Projects

Missouri Military Academy-Mexico, MO
August 2015 to May 2016

Participated in a variety of community projects; while demonstrating respect, responsibility, honor and generosity.

Missouri Veterans Home - picked up trash on the lawn, served food, washed dishes and interacted with residents by playing games to stimulate their mobility and assist them in simple activities as well as fun conversation.

Chamber of Commerce - painting the conference room, washing windows, pulling weeds, picking up trash and repainting the bottom sides and stripes of local YMCA pool.

Central Missouri Food Bank - Assembled "Buddy Packs" for area communities to feed local children in need. In addition to that, did their schedules, ran their food drives, answered phone calls and did other reception work for the organization for the duration of 4 years.

Education

Chattanooga State College
2017

Diploma in Graduate

Missouri Military Academy
2016

Resume Screening Handout 2-Low-Quality Resumes

Resume 1

Sean Evans

Miamisburg, OH 45342
sean.evans34@aol.com
+1 937 793 0649

Education

High school diploma

High school diploma
Miamisburg High School - Ohio

Resume 2

Lajordan Gresham

Baton Rouge, LA
jaythagoat3x@icloud.com
+1 225 470 3985

Education

High school diploma
West Feliciana High School - Saint Francisville, LA
August 2016 to May 2019

Skills

- Cashiering
- Cooking
- Cleaning Experience
- Kitchen Experience
- Packaging
- Order Picking
- Food Service
- Food Preparation
- Retail Sales
- Load & Unload

Resume 3

Emily Smith

Nikkiniko4240@gmail.com • (539) 260-0879

Experience

N/A

N/A

May, 2024 —

This would be my first job.

Education

Memorial high school

High School Diploma, January, 2021

Currently working towards my GED. Didn't complete high school.

PHONE INTERVIEW - 1003

Welcome

Welcome to the Phone Interview Module. In this module, you will learn how to perform effective and efficient phone interviews and how to complete the phone interview form.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

The purpose of the phone interview is to quickly gather information about a candidate to determine whether an in-person interview is appropriate.

What

The following are the items you will need to perform phone interviews effectively:

1. JazzHR

   JazzHR is used to access candidate profiles and interview forms.
2. Phone Interview Form

   The form is used to input information gained during a phone interview.
3. Computer

   You will need a computer to access JazzHR, and applicant resumes.
4. Phone

   You will need a phone to contact the candidates.

Educate

We are not attempting to make a hiring decision during the phone interview. We simply want to hear the candidate’s responses, take notes, and ask follow-up questions when necessary. Phone interviews are meant to be quick conversations lasting approximately 15 minutes that allow you to make more informed decisions about scheduling candidates for in-person interviews.

Before You Begin

Before you begin, access the phone interview form in JazzHR. As you go through each of the following sections, record the information and responses to each question in the form. Now, let’s review each section of the phone interview.

Introduction

In the Introduction, we identify ourselves and ask if the candidate is available for a phone interview. We want to be sure that the candidate can give us their full attention so that we can communicate clearly and connect with them. The following is the introduction used when performing a phone interview.

> Hi, this is *(Name)* with WhiteWater Express. How's it going today? I'm reaching out because you applied to one of our open positions. I'd like to discuss the job and your experience to see if we’re a good fit for what we are both looking for. Sound good?

Candidate Doesn't Answer

If they don't answer, leave a voicemail with the following message:

> Hi, this is _(Name)_ WhiteWater Express. How's it going today? I'm reaching out because you applied to one of our open positions. I'd like to discuss the job and your experience to see if we're a good fit for what we are both looking for. Please call me back at your earliest convenience at _(Phone Number)_. Thank you!

About WhiteWater

The whole reason we're on the phone right now is because our company is growing. We currently have over 120 locations across six (6) states, with multiple locations in varying stages of construction. So, to keep up with the growth, we focus daily on developing our team members and getting them ready for their next roles. Right now, quite a few people are moving forward to the next step in their career path, leaving several roles available since those people have worked so hard to move up. How does that sound?

About the Position

Great! Let me start by giving you more information about the role and asking questions about your work experience. Then, I'd be happy to answer any questions you may have! So, let me jump right in. For the _(TL/SL)_ role, the starting pay is _($___)_. The location you'd work at is _(Location Number—Name)_. This role is almost entirely outside, so you'll work in the heat and cold while talking to guests and selling memberships. We're open from 7:30 a.m. to 8:00 p.m. daily and are busiest on the weekends. Now, I'd like to give a quick overview of the general duties for this position.

Team Leader

- Displaying leadership and working as a team to enable everyone to be a leader.
- Providing an outstanding and pleasant experience to all our customers.
- Greeting customers at the pay station and car wash entrance as they enter.
- Completing customer feedback surveys throughout each shift to ensure high-quality service is consistently delivered.
- Ensuring the cleanliness of the car wash, including the tunnel, equipment room, vacuum lot, and the property surrounding the car wash.
- Quickly, safely, and efficiently loading customer vehicles into the wash tunnel according to standard procedure.

Shift Leader

- Displaying leadership and working as a team to enable everyone to be a leader.
- Completing customer feedback surveys throughout each shift to ensure high-quality service is consistently delivered.
- Providing an outstanding and pleasant experience to all our customers.
- Assisting customers with membership account changes, updates, or issues.
- Overseeing store opening and closing and ensuring all tasks are correctly completed.
- Assisting the Store Manager with taking Team Leaders through development programs.
- Performing wash quality checks on equipment function and product application.
- Performing weekly preventive maintenance and other minor equipment upkeep.

Work History

To gain more insight about the candidates' work history, briefly discuss job history and any employment gaps. The objective is to gather the key information about each position and understand gaps in employment history. You also confirm that what they say matches their resume or application information. You can go more in-depth on each position if you decide to move forward to the in-person interview. You can ask the following questions to learn more about the candidate's work history.

1. Tell me about your current or previous position - what did you do there?
2. How would your coworkers describe your personality?
3. How would your supervisor describe your work performance?
4. What makes you want to change jobs?
5. What made you interested in applying for this role at WhiteWater?
6. How comfortable are you working outside and handling a busy job that involves interacting with customers quickly?

Work Availability

To determine if the candidate can work the days and hours that each position requires, we need to ask them a few questions regarding their availability. The following are the questions that will need to be asked regarding work availability:

1. Are you seeking a full-time or part-time position?
2. Are you available to work weekends?
3. Are you familiar with where we are located?
4. Does the commute seem reasonable for you?
5. Ask if the candidate has any questions for you.

Completing the Interview

Once you have completed the phone interview, you must decide whether to schedule the candidate for an in-person interview. At this point, you should have collected enough information about the candidate to determine if you want to schedule an in-person interview.

Scheduling In-Person Interview

This all sounds great, and I like a lot of what you said. If you're still interested in the role, I'd like you to meet our other hiring managers in person sometime this week. That way, you can see everything in action and meet the team. What do you think?

Once you and the candidate have decided to move forward to an in-person interview, do the following:

1. Choose the best date and time for both schedules and confirm the time with the candidate.
2. Send the invite to their email.
    - Confirm they receive it before hanging up.
3. Confirm they have the correct address for the location.
4. Tell the candidate which management team members will attend the interview.
    - This allows them to research our company and leaders beforehand.

Not Scheduling In-Person Interview

If you decide not to proceed with the candidate, say, "Thank you for taking the time to go through all that with me today. You will be notified in the next 48 hours of a decision."

Conclusion

The phone interview is a crucial initial step in the hiring process, used to efficiently gather key information about a candidate to determine their suitability for an in-person interview. Remember, the goal of the phone interview is not to make a hiring decision but to engage in a brief, focused conversation lasting about 15 minutes. This allows you to assess the candidate's potential and decide if an in-person interview is warranted. By following the phone interview form, you can ensure a thorough and consistent evaluation. Concluding the interview with clear next steps, whether scheduling an in-person interview or thanking the candidate for their time, ensures a positive candidate experience.

Phone Interview Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must retake the quiz. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. What is the purpose of the phone interview? (Check all that apply)
    a. **Quickly gather information about the candidate**
    b. **Decide if you want to move on to an in-person interview**
    c. Make a hiring decision
    d. **Verify that the information on the resume is correct**
2. Why do we want to ask questions about the candidate? (Check all that apply)
    a. **To make a more personal connection**
    b. To decide whether you personally get along with the candidate
    c. **To uncover skills that may not be listed on a resume**
    d. All the above
3. What is the objective when reviewing the candidate's work history? (Check all that apply)
    a. **To confirm that what they are saying matches up with the information on their resume or application**
    b. To gather enough information to make a hiring decision
    c. **To gather the key information about each position and understand gaps in employment history**
    d. All the above
4. What is some key information when asking about work history? (Check all that apply)
    a. **Duties and Responsibilities**
    b. Their previous manager's name
    c. **Reason for leaving**
    d. All the above
5. Team Leaders are the core of our location staff, and we need them to be successful.
    a. **True**
    b. False
6. What questions do we need to ask the candidate about their work availability?
    a. Are you looking for full-time or part-time?
    b. Are you available to work weekends?
    c. Are there any days or hours you cannot work?
    d. **All the above**
7. Why is it important to ask what motivates a candidate?
    a. Not everyone is going to be motivated
    b. We need to provide constant motivation
    c. **To understand how the position fits with the candidate's motivators**
    d. All the above

8. Which of the following tools is necessary for conducting phone interviews effectively?
    a. JazzHR
    b. Phone Interview Form
    c. Computer
    d. All the above
9. What should you do if the candidate does not answer your call for the phone interview?
    a. Call them repeatedly until they answer
    b. Leave a voicemail with a specific message and ask them to call back
    c. Send them an email instead
    d. Move on to the next candidate
10. The phone interview form should be accessed and used to record information and responses during the interview.
    a. True
    b. False

Phone Interview Demonstration

Once the team member has passed the quiz, ask the team member if they have any questions. Once all questions have been answered, perform a real-time demonstration in as close to the same manner it is typically performed.

During the Demonstration, do not stop to answer team members' questions or provide additional information. The goal is for team members to see the process performed as close to a real-life scenario. The uninterrupted performance will help connect the steps or information learned. You will answer all questions and provide further insight into your performance during the process after the demonstration is completed.

The Demonstration for this module is covered in the online module.

As you go through the recruiting process at your location, include the team members in phone interviews and demonstrate the interview process.

After the demonstration, review the process and any team member questions and distribute the handout(s) for review and study.

Phone Interview Perform & Coach

During Perform & Coach, do not stop to answer team member questions or provide additional information or coaching during their performance. The goal is for the team members to complete the process as best they can while you observe the performance to determine which area needs to be addressed first.

With you acting as the candidate, have the team member perform a phone interview utilizing the Phone Interview Form.

As you go through the recruiting process at your location, include the team members in phone interviews and have them perform portions of the interview. Over time, they should be able to complete more sections of the interview until they can complete all sections.

Repeat the process until the team member completely understands all the information covered in this module and you and the team member feel confident they can perform the procedure to standard.

REMINDER

This course only intends to prepare Shift Leaders to perform the recruiting functions in their future role. Shift Leaders may participate in interviews during the training but will never be in a decision-making position.

All decisions regarding progression in the hiring process must be made by a Store Manager or above.

Phone Interview Handout 1-Phone Interview

The following is an overview of each section of the phone interview.

Introduction

In the Introduction, we identify ourselves and ask if the candidate is available for a phone interview. We want to be sure that the candidate can give us their full attention so that we can communicate clearly and connect with them. The following is the introduction used when performing a phone interview.

> Hi, this is *(Name)* with WhiteWater Express. How's it going today? I'm reaching out because you applied to one of our open positions. I'd like to discuss the job and your experience to see if we're a good fit for what we are both looking for. Sound good?

Candidate Doesn't Answer

If they don't answer, leave a voicemail with the following message:

> Hi, this is *(Name)* WhiteWater Express. How's it going today? I'm reaching out because you applied to one of our open positions. I'd like to discuss the job and your experience to see if we're a good fit for what we are both looking for. Please call me back at your earliest convenience at *(Phone Number)*. Thank you!

About WhiteWater

The whole reason we're on the phone right now is because our company is growing. We currently have over 120 locations across six (6) states, with multiple locations in varying stages of construction. So, to keep up with the growth, we focus daily on developing our team members and getting them ready for their next roles. Right now, quite a few people are moving forward to the next step in their career path, leaving several roles available since those people have worked so hard to move up. How does that sound?

About the Position

Great! Let me start by giving you more information about the role and asking questions about your work experience. Then, I'd be happy to answer any questions you may have! So, let me jump right in. For the *(TL/SL)* role, the starting pay is *($___)*. The location you'd work at is *(Location Number—Name).* This role is almost entirely outside, so you'll work in the heat and cold while talking to guests and selling memberships. We're open from 7:30 a.m. to 8:00 p.m. daily and are busiest on the weekends. Now, I'd like to give a quick overview of the general duties of this position.

Team Leader

- Displaying leadership and working as a team to enable everyone to be a leader.
- Providing an outstanding and pleasant experience to all our customers.
- Greeting customers at the pay station and car wash entrance as they enter.
- Completing customer feedback surveys throughout each shift to ensure high-quality service is consistently delivered.
- Ensuring the cleanliness of the car wash, including the tunnel, equipment room, vacuum lot, and the property surrounding the car wash.
- Quickly, safely, and efficiently loading customer vehicles into the wash tunnel according to standard procedure.

Shift Leader

- Displaying leadership and working as a team to enable everyone to be a leader.
- Completing customer feedback surveys throughout each shift to ensure high-quality service is consistently delivered.
- Providing an outstanding and pleasant experience to all our customers.

- Assisting customers with membership account changes, updates, or issues.
- Overseeing store opening and closing and ensuring all tasks are correctly completed.
- Assisting the Store Manager with taking Team Leaders through development programs.
- Performing wash quality checks on equipment function and product application.
- Performing weekly preventive maintenance and other minor equipment upkeep.

Work History

To gain more insight about the candidates' work history, briefly discuss job history and any employment gaps. The objective is to gather the key information about each position and understand gaps in employment history. You also confirm that what they say matches their resume or application information. You can go more in-depth on each position if you decide to move forward to the in-person interview. You can ask the following questions to learn more about the candidate’s work history.

1. Tell me about your current or previous position - what did you do there?
2. How would your coworkers describe your personality?
3. How would your supervisor describe your work performance?
4. What makes you want to change jobs?
5. What made you interested in applying for this role at WhiteWater?
6. How comfortable are you working outside and handling a busy job that involves interacting with customers quickly?

Work Availability

To determine if the candidate can work the days and hours that each position requires, we need to ask them a few questions regarding their availability. The following are the questions that will need to be asked regarding work availability:

1. Are you seeking a full-time or part-time position?
2. Are you available to work weekends?
3. Are you familiar with where we are located?
4. Does the commute seem reasonable for you?
5. Ask if the candidate has any questions for you.

Phone Interview Handout 2- Completing the Interview

Once you have completed the phone interview, you must decide whether to schedule the candidate for an in-person interview. At this point, you should have collected enough information about the candidate to determine if you want to schedule an in-person interview.

Scheduling In-Person Interview

This all sounds great, and I like a lot of what you said. If you're still interested in the role, I'd like you to meet our other hiring managers in person sometime this week. That way, you can see everything in action and meet the team. What do you think?

Once you and the candidate have decided to move forward to an in-person interview, do the following:

1. Choose the best date and time for both schedules and confirm the time with the candidate.
2. Send the invite to their email.
    - Confirm they receive it before hanging up.
3. Confirm they have the correct address for the location.
4. Tell the candidate which management team members will attend the interview.
    - This allows them to research our company and leaders beforehand.

Not Scheduling In-Person Interview

If you decide not to proceed with the candidate, say, “Thank you for taking the time to go through all that with me today. You will be notified in the next 48 hours of a decision.”

IN-PERSON INTERVIEW - 1004

Welcome

Welcome to the In-Person Interview Module. In this module, you will learn how to gather more information from and deliver additional information to a candidate to ensure effective in-person interviews.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

The in-person interview process is a crucial step in our hiring process. It allows us to gather more information about a candidate, provide them with more insight about the position, and allow them to interact with our team and see the car wash in action. This process ensures that we are fully informed about the candidate and that candidates have a full picture of the position and day-to-day responsibilities.

What

The following are the items you will need to perform in-person interviews effectively:

1. JazzHR

   JazzHR is used to access candidate profiles and interview forms.
2. In-Person Interview Form

   The form is used to input information gained during an in-person interview.
3. Computer

   You will need a computer to access JazzHR and the interview form.
4. Store Team

   Additional managers and team members will be needed to interact with the candidate during their location visit.
5. Job Descriptions

   A copy of the job description for the position.

Educate

As with a phone interview, we are not attempting to make a hiring decision during the in-person interview. Our goal is to obtain more information about the candidate and their work history, tell them more about the position, introduce the candidate to the team, and tour the location with the candidate. want to hear the candidate’s responses, take notes, and ask follow-up questions when necessary. We also want to allow the candidate to see the car wash in action and interact with our team members. As with the phone interview, the goal of the in-person interview is not to make a final hiring decision. Rather, the goal is to ensure you have gathered and delivered all the necessary information for both sides to make an informed decision.

Equal Employment Opportunity

WhiteWater Express company policy prohibits discrimination against applicants based on characteristics protected by federal, state or local laws. These include but are not limited to age, race, color, marital status, genetic information, sexual orientation, military status, gender/sex/pregnancy, religion, physical or mental disability, gender identification/expression, criminal conviction history and national origin.

<u>*Questions to Avoid*</u>

To remain compliant with Equal Employment Opportunity policies, there are certain questions and question types that we want to avoid during the interview. The following are some examples of questions that should be avoided:

- Are you a US citizen?
- What does your spouse do for work?
- Do you have any children?
- How old are you?
- Will you need personal time off for religious holidays?
- When did you graduate from high school?
- What was your pay rate at a previous position?
- Do you have a car?
- Have you experienced any serious illness in the past year?

Before You Begin

Before you begin, access the in-person interview form in JazzHR. As you go through each of the following sections, record the information and responses to each question in the form. Now, let’s review each section of the in-person interview.

Introduction

At the beginning of the interview, it is important to establish a rapport and create a connection with the candidate. We want them to feel comfortable talking to us so that we can have an open, productive conversation. We want to tell the candidate about ourselves and our WhiteWater experience to accomplish this. Then, we want to ask the candidates some questions about themselves so that we can get to know them better. Take the time to discuss each question instead of just recording the answer and moving on. Remember, follow-up questions are key to productive conversation and thorough information gathering.

About Our Culture

Our culture is built upon the pillars of respect and communication, and combined with a commitment to leadership and team development, we can focus on serving our customers at the highest level. Our philosophy of enabling everyone to lead (EEL) empowers every team member to take initiative and contribute meaningfully. As you discuss our company culture, share your personal growth and success stories, illustrating why they believe our company is a great place to work and thrive.

About the Candidate

After discussing WhiteWater and the position and taking a site tour, we want to take some time to get to know the candidate. This creates a more personal connection during the interview and a more informed hiring decision. The following are the questions

1. What do you enjoy doing when you're not working?
2. How do people you know describe you?
3. What kind of workplace do you enjoy or feel most comfortable in?
4. What made you interested in applying for this role at WhiteWater?

5. What gets you excited about working here?
6. How comfortable are you working outside and handling a busy job that involves interacting with customers quickly?

Work History

During the in-person interview, we want to gain a more in-depth understanding of the candidate's work history and experience. We want to spend more time talking about each of their positions and the experience they gained from each one. During the conversation, avoid "Yes" or "No" questions to keep the conversation moving and ask questions starting with "How" and "Why" to elicit a longer, more detailed response, giving you much more information. As candidates answer each question, ask follow-up questions, gather more details, and learn more about their previous positions.

About the Position

During the phone interview, we gave the candidate a brief overview of the position's duties and responsibilities. Now, we want to discuss the position more in-depth and ensure that the candidate understands what would be expected of them as a WhiteWater team member. To do so, we will take the candidate around the location and review the tasks and duties listed in the job description for each area. Starting in the vacuum lot, work around the location to review the key points of each area and facilitate interactions between team members and candidates. During the tour, observe the candidate's interactions with team members and customers as opportunities present themselves.

Vacuum Lot

In the vacuum lot, we focus primarily on customer interactions by completing customer feedback surveys and distributing Google review cards. Additionally, we ensure the lot is clean, trash cans aren't overflowing, and all amenities are well-stocked and functioning properly.

Pay Stations

At the pay stations, we focus on greeting and assisting customers, educating customers about memberships and promotions, answering questions about products, packages, and amenities, resolving member issues, and maintaining the cleanliness of the entrance and pay station areas.

Tunnel

Go to the tunnel entrance and observe the prep and loading process from a safe distance while giving a brief overview of the team member's responsibilities in the Tunnel position, including prep, TTS, and loading. Then, walk the candidate through the tunnel and provide a brief description of the equipment and chemicals. As you go, observe their reaction to being in the wash environment and their interest in the chemicals and equipment.

NOTE: If the tunnel does not have adequate room on either side of the equipment to safely walk the tunnel during operations, review as many items as possible while standing at the tunnel entrance. Then, walk around to the exit end and review the remaining items. If the location has windows along the tunnel windows, review as many items through the windows as possible.

Equipment Room

As with the tunnel, we must provide a brief overview of the equipment and safety aspects of the equipment room. As you walk through the equipment room, again observe their reaction to being in the environment and continue to gauge their interest in the equipment.

Team Member Interactions

Do your best to have as many team members on-site as possible during the times interviews are scheduled to ensure that you can involve as many team members as possible and have adequate time to interact with each one during the interview. It is important to prepare your team members ahead of time so that they have time to think about their answers and are more prepared to interact with the candidates when they visit the location.

As you interact with team members in each area of the location tour, we want them to have the opportunity to interact with the candidates and talk to them about what brought them to WhiteWater, why they think it's such a great workplace, and share their personal growth and success stories and the impact it has had on them. Additionally, asking team members questions about their day-to-day duties is a great way to deliver information about the tasks listed for each area in the job description.

Work Availability

While we discussed the candidates' work availability during the phone interview, we must confirm their availability during the in-person interview and ensure that nothing has changed. The following are the questions asked to confirm work availability.

1. Are you seeking a full-time or part-time position?
2. Are you available to work weekends?
3. Are there any days or times you are unavailable to work?

Compensation Structure

The starting pay rate for the position was also briefly discussed during the phone interview. Now, we must take the candidate through the complete compensation structure. To start, we must explain the starting pay rate and the tip program. Using the Compensation Worksheet for your location, show the candidate the adjusted hourly rate after factoring in the location's average hourly tip amount. Remember, it is important that the Compensation Worksheet has the most current data recorded before the interview. Then, review the Development Incentive Program (DIP) and how the hourly pay rate increases as development milestones are achieved and show the candidate the development training checklists. You can also adjust the hourly rate on the Compensation Worksheet to show how the increases impact total compensation.

Must Discuss

Now that we have explained the positions and the duties involved, we need to ensure that the candidate believes they can perform all those duties. We also want to discuss company policies that the candidate needs to be aware of. Before closing the interview, we must discuss the following questions and policies with the candidate.

<u>Must Ask Questions</u>

1. Are you physically able to perform the duties of this position?
2. Are you able to lift 50lbs?
3. Are you capable of standing for extended periods of time?
4. Do you have reliable transportation?

<u>Company Policies</u>

1. Uniform Policy
2. Tobacco Use Policy
3. Drug & Alcohol Policy
4. Cell Phone Policy
5. Background Checks (Shift Leader and above)

Completing the Interview

At this point, you should have all the information you need to make a hiring decision, and the candidate should have all the information they need about the position and WhiteWater. At this time, we want to gauge the candidate's interest in the position and find out when they could potentially start. You will want to ask the following questions before closing the interview:

1. If offered the position, would you take it and why?
2. If offered the position, when would you be able to start?

Once the candidate has answered your final two questions, ask if they have any final questions and let the candidate know when they can expect to hear from us. Ideally, candidates would receive a response within 48 hours of the interview via phone call and/or a JazzHR-generated email.

Conclusion

The in-person interview is the final step of the information-gathering phase of the hiring process. Remember, the goal of the in-person interview is not to make a hiring decision but to ensure you have gathered and delivered all the necessary information for both sides to make an informed decision. Once concluded, you and your team can discuss the candidate and make a collaborative hiring decision.

In-Person Interview Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must retake the quiz. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. During the in-person interview, we are making a hiring decision.
    a. True
    b. False
2. What questions should we avoid asking during an interview? (Check all that apply)
    a. Are you able to pass a background check, if necessary?
    b. How old are you?
    c. Will you require time off for particular holidays?
    d. Do you have reliable transportation?
    e. Do you have a car?
3. To keep the conversation moving forward, we should ask questions starting with __________________________.
    a. Yes or No
    b. How and Why
    c. Telling a personal story related to your question
    d. All the above
4. Why do we want to reiterate key points about the WhiteWater culture?
    a. To ensure the candidate understands and feels the WhiteWater culture
    b. To see if the candidate remembers details of the culture
    c. To gauge whether they'll follow the culture
    d. To intimidate them into working at WhiteWater
5. What company policies must we discuss with the candidate? (Check all that apply)
    a. Uniform Policy
    b. Employee Code of Conduct
    c. Tobacco Use Policy
    d. Drug and Alcohol Policy
    e. Retaliation Policy
6. What is the primary purpose of the in-person interview?
    a. To make a final hiring decision
    b. To gather more information about the candidate and provide them with more insight about the position
    c. To negotiate salary with the candidate
    d. To collect personal information about the candidate
7. What is one of the key observations to make during the candidate's site tour?
    a. The candidate's punctuality for the interview
    b. The candidate's interactions with team members and customers
    c. The candidate's attire
    d. The candidate's previous salary details
8. The in-person interview is meant to make a final hiring decision.

   a. True
   b. False

9. It is important to review and confirm the candidate's work availability during the in-person interview.
   a. **True**
   b. False
10. When should you contact the candidate regarding your hiring decision?
   a. Within an hour of the interview
   b. No more than 24 hours after the interview
   c. Within 48 hours
   d. One week
   e. The candidate should reach out to us

In-Person Interview Demonstration

Once the team member has passed the quiz, ask the team member if they have any questions. Once all questions have been answered, perform a real-time demonstration in as close to the same manner it is typically performed.

During the Demonstration, do not stop to answer team members' questions or provide additional information. The goal is for team members to see the process performed as close to a real-life scenario. The uninterrupted performance will help connect the steps or information learned. You will answer all questions and provide further insight into your performance during the process after the demonstration is completed.

The Demonstration for this module is covered in the online module.

As you go through the recruiting process at your location, include the team members in phone interviews and demonstrate the interview process.

After the demonstration, review the process and any team member questions and distribute the handout(s) for review and study.

In-Person Interview Perform & Coach

During Perform & Coach, do not stop to answer team member questions or provide additional information or coaching during their performance. The goal is for the team members to complete the process as best they can while you observe the performance to determine which area needs to be addressed first.

With you acting as the candidate, have the team member perform a phone interview utilizing the In-Person Interview Form.

As you go through the recruiting process at your location, include the team members in in-person interviews and have them perform portions of the interview. Over time, they should be able to complete more sections of the interview until they can complete all sections.

Repeat the process until the team member completely understands all the information covered in this module and you and the team member feel confident they can perform the procedure to standard.

REMINDER

This course only intends to prepare Shift Leaders to perform the recruiting functions in their future role. Shift Leaders may participate in interviews during the training but will never be in a decision-making position.

All decisions regarding progression in the hiring process must be made by a Store Manager or above.

In-Person Interview Handout

The following is an overview of each section of the in-person interview.

Introduction

At the beginning of the interview, it is important to establish a rapport and create a connection with the candidate. We want them to feel comfortable talking to us so that we can have an open, productive conversation. We want to tell the candidate about ourselves and our WhiteWater experience to accomplish this. Then, we want to ask the candidates some questions about themselves so that we can get to know them better. Take the time to discuss each question instead of just recording the answer and moving on. Remember, follow-up questions are key to productive conversation and thorough information gathering.

About Our Culture

Our culture is built upon the pillars of respect and communication, and combined with a commitment to leadership and team development, we can focus on serving our customers at the highest level. Our philosophy of enabling everyone to lead (EEL) empowers every team member to take initiative and contribute meaningfully. As you discuss our company culture, share your personal growth and success stories, illustrating why they believe our company is a great place to work and thrive.

About the Candidate

After discussing WhiteWater and the position and taking a site tour, we want to take some time to get to know the candidate. This creates a more personal connection during the interview and a more informed hiring decision. The following are the questions

1. What do you enjoy doing when you're not working?
2. How do people you know describe you?
3. What kind of workplace do you enjoy or feel most comfortable in?
4. What made you interested in applying for this role at WhiteWater?
5. What gets you excited about working here?
6. How comfortable are you working outside and handling a busy job that involves interacting with customers quickly?

Work History

During the in-person interview, we want to gain a more in-depth understanding of the candidate's work history and experience. We want to spend more time talking about each of their positions and the experience they gained from each one. During the conversation, avoid “Yes” or “No” questions to keep the conversation moving and ask questions starting with “How” and “Why” to elicit a longer, more detailed response, giving you much more information. As candidates answer each question, ask follow-up questions, gather more details, and learn more about their previous positions.

About the Position

During the phone interview, we gave the candidate a brief overview of the position's duties and responsibilities. Now, we want to discuss the position more in-depth and ensure that the candidate understands what would be expected of them as a WhiteWater team member. To do so, we will take the candidate around the location and review the tasks and duties listed in the job description for each area. Starting in the vacuum lot, work around the location to review the key points of each area and facilitate interactions between team members and candidates. During the tour, observe the candidate's interactions with team members and customers as opportunities present themselves.

<u>Vacuum Lot</u>

In the vacuum lot, we focus primarily on customer interactions by completing customer feedback surveys and distributing Google review cards. Additionally, we ensure the lot is clean, trash cans aren’t overflowing, and all amenities are well-stocked and functioning properly.

Pay Stations

At the pay stations, we focus on greeting and assisting customers, educating customers about memberships and promotions, answering questions about products, packages, and amenities, resolving member issues, and maintaining the cleanliness of the entrance and pay station areas.

Tunnel

Go to the tunnel entrance and observe the prep and loading process from a safe distance while giving a brief overview of the team member's responsibilities in the Tunnel position, including prep, TTS, and loading. Then, walk the candidate through the tunnel and provide a brief description of the equipment and chemicals. As you go, observe their reaction to being in the wash environment and their interest in the chemicals and equipment.

NOTE: If the tunnel does not have adequate room on either side of the equipment to safely walk the tunnel during operations, review as many items as possible while standing at the tunnel entrance. Then, walk around to the exit end and review the remaining items. If the location has windows along the tunnel windows, review as many items through the windows as possible.

Equipment Room

As with the tunnel, we must provide a brief overview of the equipment and safety aspects of the equipment room. As you walk through the equipment room, again observe their reaction to being in the environment and continue to gauge their interest in the equipment.

Team Member Interactions

Do your best to have as many team members on-site as possible during the times interviews are scheduled to ensure that you can involve as many team members as possible and have adequate time to interact with each one during the interview. It is important to prepare your team members ahead of time so that they have time to think about their answers and are more prepared to interact with the candidates when they visit the location.

As you interact with team members in each area of the location tour, we want them to have the opportunity to interact with the candidates and talk to them about what brought them to WhiteWater, why they think it’s such a great workplace, and share their personal growth and success stories and the impact it has had on them. Additionally, asking team members questions about their day-to-day duties is a great way to deliver information about the tasks listed for each area in the job description.

Work Availability

While we discussed the candidates' work availability during the phone interview, we must confirm their availability during the in-person interview and ensure that nothing has changed. The following are the questions asked to confirm work availability.

1. Are you seeking a full-time or part-time position?
2. Are you available to work weekends?
3. Are there any days or times you are unavailable to work?

Compensation Structure

The starting pay rate for the position was also briefly discussed during the phone interview. Now, we must take the candidate through the complete compensation structure. To start, we must explain the starting pay rate and the tip program. Using the Compensation Worksheet for your location, show the candidate the adjusted hourly rate after factoring in the location's average hourly tip amount. Remember, it is important that the Compensation Worksheet has the most current data recorded before the interview. Then, review the Development Incentive Program (DIP) and how the hourly pay rate increases as development milestones are achieved and show the candidate the development training checklists. You can also adjust the hourly rate on the Compensation Worksheet to show how the increases impact total compensation.

Must Discuss

Now that we have explained the positions and the duties involved, we need to ensure that the candidate believes they can perform all those duties. We also want to discuss company policies that the candidate needs to be aware of. Before closing the interview, we must discuss the following questions and policies with the candidate.

Must Ask Questions

1. Are you physically able to perform the duties of this position?
2. Are you able to lift 50lbs?
3. Are you capable of standing for extended periods of time?
4. Do you have reliable transportation?

Company Policies

1. Uniform Policy
2. Tobacco Use Policy
3. Drug & Alcohol Policy
4. Cell Phone Policy
5. Background Checks (Shift Leader and above)

Completing the Interview

At this point, you should have all the information you need to make a hiring decision, and the candidate should have all the information they need about the position and WhiteWater. At this time, we want to gauge the candidate's interest in the position and find out when they could potentially start. You will want to ask the following questions before closing the interview:

1. If offered the position, would you take it and why?
2. If offered the position, when would you be able to start?

Once the candidate has answered your final two questions, ask if they have any final questions and let the candidate know when they can expect to hear from us. Ideally, candidates would receive a response within 48 hours of the interview via phone call and/or a JazzHR-generated email.

HIRING - 1005

Welcome

Welcome to the Hiring Module. In this module, you will learn how to complete the hiring process and what to do after deciding whether to hire a candidate. You will also learn the various procedures for completing the hiring process.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

Effectively managing the hiring process ensures our teams can make informed post-interview decisions and communicate effectively with candidates regarding hiring decisions with the utmost efficiency, clarity, and professionalism.

What

The following are the items you will need to complete the hiring process successfully:

1. JazzHR

   JazzHR is used to communicate with candidates, send offer and rejection letters, and export candidates to ADP.

2. Computer

   You will need a computer to access JazzHR.

3. Phone

   You will need a phone to contact candidates when an offer is being extended.

Educate

Once you have completed the in-person interview, you will possess enough information to make an informed hiring decision. When deciding on whether to hire someone, it is helpful to consider all the information that you have learned about the candidate. Then, use that knowledge to determine their ability to perform the job duties, fit in with the rest of the team and whether you think they are a good fit for the role. Once you have decided. Based on whether you want to hire the candidate or not, your next steps will be to either extend an employment offer or send out a rejection letter. Regardless of the decision, you must communicate the decision to the candidate. Let’s review the steps for completing the process in JazzHR.

Offer Management

Managing your offer process is easier than ever with JazzHR's offer letter templates. First, you'll need to navigate into Settings, Templates, Documents and then the Offer Templates folder. From here, click the plus button and you'll be able to download our fields template. The fields template includes tokens or merges fields that will be inserting into our offer letter. Simply highlight the token that you wish, copy it, and then paste that into your offer letter template that you've created in a word document.

Whenever you paste the token in, be sure that the token turns gray. Typing in the tokens will not allow this to happen. Once you've created your Offer letter template, simply upload it to JazzHR. Now we're ready to customize our offer letter and send it to a candidate for signature. We'll need to navigate to the profile of the candidate to whom we wish to offer.

Navigate to the documents tab and select to create an offer. On this screen, we'll be able to give our offer letter a name. Choose the template that we're following, and also control the privacy settings.

On the next screen, we have the opportunity to adjust any tokens or merge fields being used in our offer letter. Any that are blue with an asterisk are actually being used in our offer letter template. Anything in black is not actively being used in our offer letter template, so you can fill it out, but it is not necessary. You are going to have to fill in some merge fields or tokens, especially ones that you've negotiated with the candidate like start date and pay rate. Should you miss a token, the system will alert you. On the next page, we'll be able to preview our offer letter.

When looking over our offer letter, if we missed a token or if something needs change, we can simply navigate back into JazzHR and click on Edit Offer. Once the offer letter meets your seal of approval, click on Request E-Signature now.

On this screen, we'll be able to choose who is going to be receiving the document and if any additional signers are needed. Be sure to enter in the name and the email of the additional signers. You can also add additional members who maybe need a copy of the offer letter.

At the bottom of this page, you'll be able to write a congratulatory email on the fly or choose a template. These templates would have been created under Settings, Templates, Email templates. Once you've written out your email, click on Assign Fields and send.

On the next screen, you'll be inserting the signature and text boxes you wish the candidate and any other signers to fill in. You can change who is signing or filling out a box. Once you've completed inserting your signature boxes, click on continue.

When an offer letter is sent out to a candidate, it will be in a pending status. You can expand the section and also see where the offer letter is in progress on its way to being signed.

When an offer letter is signed, the candidate will receive a signed copy as well as any signers of the document and anyone that was CC. A signed copy will also live within JazzHR on the candidate's profile here on the documents tab. And that's it. Happy hiring!

Extending an Offer

When you and your team have decided to extend an offer of employment to a candidate, you want to ensure you communicate with the candidate as soon as possible and always within the timeframe you discussed during the in-person interview. To ensure the clearest communication, we will call the candidate before sending an offer letter through JazzHR.

Calling the Candidate

The following is the script for calling the candidate to extend an offer:

Hello, this is *(Name)* with WhiteWater Express Car Wash. I am calling you regarding the *(Position)* position we spoke about. After meeting as a team, we have decided we would like to extend an offer for you to join our team! We will send an offer letter to the email you provided on your application explaining the next steps. We're excited to start working with you soon."

NOTE: If the candidate declines the offer, take the opportunity to gain insight into our recruiting process, any missteps we may have taken, whether they accepted another offer, or other useful information in the future.

Rejecting a Candidate

Anytime we decide not to move forward with a candidate, we want to communicate with them so they are not left waiting to hear from us before accepting another position. Informing candidates that you will not be moving forward with them shows respect for the candidate and their time. We send rejections via email to allow for smooth communication with the candidate. It also limits anyone having to experience an interaction with upset or rude candidates. The rejection email does not explain why we are not moving forward with the candidate; it simply lets them know so they can move on with their job search.

Exporting Candidates from JazzHR

Once the offer is accepted, you must export the candidate to ADP to begin onboarding. To export candidates from JazzHR to ADP, perform the following steps:

1. Click Candidates
2. Click the name of the candidate you'd like to export
3. Click the caret drop-down next to the EDIT button in the top right of their profile.
4. Click Export Candidate
5. Select "ADP" from the drop-down
6. Select your ADP New Hire Onboarding Template & Payroll Group
    - The Payroll Group dropdown will populate once an Onboarding Template is selected
7. Fill out the required information
8. Click Export

Conclusion

Once the new team member has been exported to ADP, the HR department will complete the next steps in the onboarding process. Once completed, the location will be notified and can begin scheduling the new team member’s first day as a WhiteWater Spartan.

Hiring Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must retake the quiz. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. What is the primary purpose of effectively managing the hiring process?
    a. To ensure candidates are hired quickly regardless of qualifications
    b. To make informed post-interview decisions and communicate effectively with candidates
    c. To negotiate the lowest possible salary
    d. To avoid interacting with candidates directly
2. What should you do first when you decide to extend an offer to a candidate?
    a. Send an email
    b. Call the candidate
    c. Send a text message
    d. Update the candidate's profile in JazzHR
3. It is important to send rejection emails to candidates to show respect for their time.
    a. True
    b. False
4. Offer letters should be sent out through JazzHR only after calling the candidate to extend the offer.
    a. True
    b. False
5. You must complete the export process from JazzHR to ADP once a candidate accepts an offer.
    a. True
    b. False

Hiring Demonstration

Once the team member has passed the quiz, ask the team member if they have any questions. Once all questions have been answered, perform a real-time demonstration in as close to the same manner it is typically performed.

During the Demonstration, do not stop to answer team members' questions or provide additional information. The goal is for team members to see the process performed as close to a real-life scenario. The uninterrupted performance will help connect the steps or information learned. You will answer all questions and provide further insight into your performance during the process after the demonstration is completed.

The Demonstration for this module is covered in the online module.

As you go through the recruiting process at your location, include the team members in phone interviews and demonstrate the interview process.

After the demonstration, review the process and any team member questions and distribute the handout(s) for review and study.

Hiring Perform & Coach

During Perform & Coach, do not stop to answer team member questions or provide additional information or coaching during their performance. The goal is for the team members to complete the process as best they can while you observe the performance to determine which area needs to be addressed first.

Have the team member complete each of the following tasks:

- Calling the Candidate
- Rejecting a Candidate
- Sending an Offer Letter
- Exporting Candidates from JazzHR

Repeat the process until the team member completely understands all the information covered in this module and you and the team member feel confident they can perform the procedure to standard.

REMINDER

This course only intends to prepare Shift Leaders to perform the recruiting functions in their future role. Shift Leaders may participate in interviews during the training but will never be in a decision-making position.

All decisions regarding progression in the hiring process must be made by a Store Manager or above.

Hiring Handout 1-Calling the Candidate

The following is the script for calling the candidate to extend an offer:

Hello, this is *(Name)* with WhiteWater Express Car Wash. I am calling you regarding the *(Position)* position we spoke about. After meeting as a team, we have decided we would like to extend an offer for you to join our team! We will send an offer letter to the email you provided on your application explaining the next steps. We're excited to start working with you soon.

Hiring Handout 2-Rejecting a Candidate

1. Click Candidates
2. Click the name of the candidate
3. Click the red "Reject" button on the right side of the screen

Hiring Handout 3-Sending an Offer Letter

The following are the steps for sending an offer letter:

1. On the Documents tab, use the drop-down by +ADD DOCUMENT and choose 'Create an Offer'
2. Title the Document by Candidate Name, ensure you choose the correct offer letter, and update viewers to 'Everyone' so it's accessible to your entire hiring team.
3. Fill in open text boxes where there are asterisks, then click 'SEND OFFER'
4. Review the data entered and click the purple button 'REQUEST E-SIGNATURE NOW'
5. Scroll down to Part 6 and choose the 'Offer Letter Email' from the Template drop-down, then click the purple button 'ASSIGN FIELDS AND SEND
6. Scroll down on the offer letter to the very bottom and drag and drop the signature icon from the left-hand menu onto the Candidate Signature line, then click the blue box 'Send for signature'

Hiring Handout 4-Exporting Candidates from JazzHR

To export candidates from JazzHR to ADP, perform the following steps:

4. Click Candidates
5. Click the name of the candidate you'd like to export
6. Click the caret drop-down next to the EDIT button in the top right of their profile.
7. Click Export Candidate
8. Select "ADP" from the drop-down
9. Select your ADP New Hire Onboarding Template & Payroll Group
   - The Payroll Group dropdown will populate once an Onboarding Template is selected
10. Fill out the required information
11. Click Export

EMPLOYEE ONBOARDING - 1006

Welcome

Welcome to the Employee Onboarding Module. In this module, you will learn how to complete the onboarding process for new team members.

Notes and Questions

As you go through the module, please follow along and take notes. Taking notes will help you remember any key points or questions you want to discuss. Once you have completed each section and quiz, you can review the information and your questions with a manager.

Quiz

Once you have finished watching the module, there will be a quiz to review the information. A score of 100% must be achieved to pass each quiz. If you do not pass the quiz on your first attempt, retry the quiz. If you do not pass on your second attempt, locate a manager. Your manager will review the module with you and address any questions you may have. Once you have passed the quiz, exit the module and locate a manager to proceed to the Demonstration for this module. Your manager will then review the information and any questions you may have.

Why

Once a new team member is ready to begin working, we must prepare for their first day by adding them to ICS. Completing the tasks before their first day of work helps ensure a smooth and efficient first day.

What

The following are the items you will need to complete the onboarding tasks successfully:

1. Wash Connect

   The platform is used to add new team members.

2. Computer

   You will need a computer to access Wash Connect.

3. Team Member Information
   You will need the team member's information to complete the required fields.

Educate

Once a candidate has accepted the offer and completed their onboarding packet, they are ready to begin work. Before their first day, they must be added to ICS to clock in and out and perform sales, membership management, and other functions as they move through the development path. Now, let’s look at the steps for adding a new team member via Wash Connect.

Employee Onboarding Quiz

Once the employee has completed the module, they must complete the quiz. To pass the quiz, the employee must score 100%. If the employee does not pass their first attempt, they must retake the quiz. If they do not pass on their second attempt, you will need to review the quiz and answers with them before they attempt it again.

1. What is selected to determine what your users can see and access to perform their duties?
   a. **Privileges**
   b. Entities
   c. Levels
   d. User Roles
2. All car wash attendants should receive a PIN number in addition to their user name and password to access WashConnect.
   a. True
   b. **False**
3. Why might having an employee’s phone number on file be useful in your car wash company?
   a. **The employee can be reached if you need extra help on a busy day. The manager can assign this employee to additional profit centers.**
   b. The employee can call customers to boost additional sales and ticket averages.
   c. The employee’s number is necessary to access the user information in WashConnect.
4. What is an acceptable username format when creating a new user?
   a. JDoe
   b. John D
   c. Operator 021
   d. **Any user name format is acceptable**
5. What is required to allow mobile access to a user?
   a. Validation is required by technical support.
   b. A mobile account user ID and password.
   c. The mobile access feature is optional.
   d. **All of these are true.**
6. What security roles are available for a site group?
   a. **Site level roles & Site entity roles**
   b. Corporate level roles
   c. All possible roles
   d. Site-level roles and State level roles
7. What should be set up before adding employees as users in WashConnect?
   a. You should have proper user security roles set for your employees.
   b. The WashConnect profit centers should have at least one sales item ready.
   c. The Admin users should have multiple admin cards assigned.
   d. You should set up a payroll account for your employees.
8. What is the purpose of user security roles?
   a. **To control what your employees can access to perform their respective duties.**
   b. To control your employees’ actions in WashConnect when managing customers.
   c. To catch any employees who attempt to steal from the company.
   d. To keep employees and customers out of WashConnect.

Employee Onboarding Demonstration

Once the team member has passed the quiz, ask the team member if they have any questions. Once all questions have been answered, perform a real-time demonstration in as close to the same manner it is typically performed.

During the Demonstration, do not stop to answer team members' questions or provide additional information. The goal is for team members to see the process performed as close to a real-life scenario. The uninterrupted performance will help connect the steps or information learned. You will answer all questions and provide further insight into your performance during the process after the demonstration is completed.

The Demonstration for this module is covered in the online module.

After the demonstration, review the process and any team member questions and distribute the handout(s) for review and study.

Employee Onboarding Perform & Coach

During Perform & Coach, do not stop to answer team member questions or provide additional information or coaching during their performance. The goal is for the team members to complete the process as best they can while you observe the performance to determine which area needs to be addressed first.

As you go through the onboarding process at your location, include the team members in adding the new team members.

Repeat the process until the team member completely understands all the information covered in this module and you and the team member feel confident they can perform the procedure to standard.

REMINDER

This course only intends to prepare Shift Leaders to perform the recruiting functions in their future role. Shift Leaders may participate in interviews during the training but will never be in a decision-making position.

All decisions regarding progression in the hiring process must be made by a Store Manager or above.