



STORE MANAGER DEVELOPMENT PROGRAM

Course 1000 – Recruiting (ICS)

HANDOUTS

Table of Contents

Resume Screening - 1002 3

 Resume Screening Handout 1-High-Quality Resumes..... 3

 Resume Screening Handout 2-Low-Quality Resumes 6

Phone Interview - 1003 9

 Phone Interview Handout 1-Phone Interview 9

 Phone Interview Handout 2- Completing the Interview 11

In-Person Interview - 1004 12

 In-Person Interview Handout 12

Hiring - 1005 15

 Hiring Handout 1-Calling the Candidate 15

 Hiring Handout 2-Rejecting a Candidate 15

 Hiring Handout 3-Sending an Offer Letter 15

 Hiring Handout 4-Exporting Candidates from JazzHR..... 15

RESUME SCREENING - 1002

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 excavators 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

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

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.

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.

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

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