HOURLY TEAM MEMBER INTERVIEW GUIDE

This interview guide is designed to assess candidates on five key behaviors: **Passion, Curiosity, Creativity, Care, and Accountability**. Managers should use the questions, and follow-up prompts to gain detailed insights into how candidates have demonstrated these behaviors in past experiences. After each question, managers can provide a rating based on the candidate's responses, using the following rating scale.

Candidate Name_____   Date_____

Interviewer_____   Position_____

BACKGROUND & RELATIONSHIP BUILDING QUESTIONS:

This section of our interview guide provides a set of conversational questions designed to facilitate an open and engaging dialogue with candidates. These questions aim to uncover personal experiences, values, and motivations, allowing interviewers to assess cultural fit and relevant skills. By starting with open-ended prompts, we create a comfortable atmosphere for candidates to express themselves authentically.

1. Tell me about yourself professionally. (Walk through background/ resume if applicable.)

2. Ask for details on duties of current role or relevant prior roles.

3. Why do you want to leave your current role/ company?

4. What would you change about your previous/ current role/ company?

5. What qualities do you find important in a co-worker?

6. What qualities do you find important in a supervisor?

7. Why do you think you would be an ideal candidate for this position?

8. Do you have a reliable mode of transportation?

PASSION

1. What interests you about WhiteWater? (Or) what made you apply to WhiteWater?

    a. Do you prefer working in hot or cold weather?

    b. How will you adjust when the weather becomes excessively hot or cold?

2. What makes you feel motivated at work?

    a. Provide an example.

CURIOSITY

1. How do you typically approach a situation where you don't know something?

    What steps do you take to learn or find answers?

2. If you could master any professional skill or knowledge area, what would it be, and why?

INNOVATION

1. Tell me about your earliest selling experience.

   a. What did you like most about the experience?

   b. What did you like least?

2. Tell me about a problem that you solved in a unique or unusual way.

   a. What was the outcome?

   b. Were you satisfied with it?

CARING

1. Can you give an example of when you have turned a negative experience into a positive one for the customer?

1. Describe a time when you noticed a team member was struggling, whether it was with their workload or personal situation.

   a. How did you step in to offer support?

<u>ACCOUNTABILITY</u>

1. Tell me about a situation where you made a mistake at work.

    a. How did you handle it, and what did you do to correct it?

    b. How did admitting the mistake impact your relationship with your team/ manager or customer?

    c. What measures did you implement to avoid making the same mistake again?

2. What do you think your current (or former) supervisor would say is an area of opportunity for you?

    a. Can you give an example of a time when you struggled with that opportunity?

    b. What are you doing to compensate or improve in that area?

CLOSING THE INTERVIEW

1. What are your career goals?

2. What are your pay expectations?

3. If you were offered this position, when could you start work and what is you shift availability?

1. What questions can we answer for you regarding the role or the company?

INTERVIEW EVALUATION SUMMARY

Competency	Competency Ratings (Check One)				
	1	2	3	4	5
Background and Experience	☐	☐	☐	☐	☐
Job Fit	☐	☐	☐	☐	☐
Passion	☐	☐	☐	☐	☐
Curiosity	☐	☐	☐	☐	☐
Innovation	☐	☐	☐	☐	☐
Caring	☐	☐	☐	☐	☐
Accountability	☐	☐	☐	☐	☐

Scoring Key

1- Limited experience or unclear answers

2- Strong knowledge but lacks strong examples

3- Meets expectations with solid answers

4- Strong, detailed responses with relevant experience

5- Exceptional responses demonstrating expertise

Final Score Calculation

- **Step 1:** Add up all 7 ratings → **Total Score:** _____

- **Step 2:** Divide by 7 → **Final Average Score:** _____

 (*Example: If total = 28, then 28 ÷ 7 = 4.0*)

Candidate's Strengths	How will these strengths support what is required for the position?

Candidate's Areas of Opportunity	Would these weaknesses be a detriment to the candidate if selected for this role?
	Would you consider this weakness a "deal breaker"? [ ] Yes [ ] No

Would you recommend hiring this candidate?   [ ] Yes   [ ] No

Additional comments: