Standard Operating Procedure:
Recruitment & Interviewing Process + JazzHR

Department: Human Resources
System: JazzHR
Last Updated: 09/2025
Prepared by: Talent Acquisition Specialist

1. Purpose

To establish a clear and standardized process for managing candidate recruitment and interview activities through JazzHR, the company's applicant tracking system (ATS). This ensures fairness, consistency, and compliance with organizational standards and legal requirements while fostering a positive candidate experience. By defining responsibilities, workflows, and documentation practices within JazzHR, this SOP supports efficient hiring decisions and accurate recordkeeping across all departments.

2. Scope

This SOP applies to all employees involved in the recruitment and interview process, including hiring managers, HR representatives, and department leaders. It covers the use of JazzHR for posting jobs, managing applicants, scheduling and documenting interviews, communicating with candidates, and maintaining required records. This SOP applies company-wide and is intended to ensure consistent hiring practices across all departments and locations.

3. Responsibilities

Role	Responsibility
Department Head/ Regional Director/ Area Director	Initiate job requisition in collaboration with HR, define job requirements. Ensure Hiring Managers and Interviews adhere to this SOP, support accountability for timely completion of recruitment activities within JazzHR, approve final offers outside normal scope e.g. higher salary, etc.
Hiring Manager	Screen resumes/ review candidate materials provided through JazzHR, coordinate interviews, participate in interviews, provide timely feedback, make final hiring recommendations.

Interviewer(s)	Conduct interviews in alignment with company guidelines, evaluate candidates objectively based on pre-set criteria via the interview guide.
Human Resources (HR)/ Recruiting	Approves all job requests, manages job postings within JazzHR, ensuring accuracy and compliance, creates and extends official offer letters, maintains candidate records and ensures proper documentation within JazzHR and manages background checks and onboarding processes.

4. Tools

- **JazzHR** – Applicant Tracking System (ATS). Primary system for job postings, applicant tracking, interview scheduling, candidate communication, and recordkeeping.

- **Job Description-** Official company documents outlining the essential duties, responsibilities, qualifications, reporting structure and performance expectations for each role. Primarily used internally for role clarity, performance management, and compliance.An updated job description is required for all newly created roles prior to creating a job posting.

- **Job Advertisement-** An external-facing posting created from the job description, written to attract candidates while still accurately reflecting the essential duties and requirements. Job ads will be created using the job description.

- **Video Conferencing Tool** – e.g.,Google Calendar, Google Meet

- **Interview Guide Template** – A structured set of standardized questions developed for a specific role. The guide ensures consistency, fairness, and compliance during the interview process while helping interviewers assess candidates against the job requirements and core competencies. Available onWhiteWater Intranet and in JazzHR.

- **Culture Index**- Salary positions only. Within the recruitment process, Culture Index results help hiring managers and HR evaluate candidate alignment with job requirements, team dynamics, and company culture. It is used as a decision-support tool, not as the sole basis for hiring decisions.

5. Interview Process Steps

Step 1: Log in to JazzHR
- Go to https://www.jazzhr.com/
- Enter your login credentials and click "Log In"
- Navigate to the job posting by using the search bar or click on the "Job" tab at the top of your JazzHR screen.

Review Applications
- Use JazzHR to review applicants under the "New" tab.
- Assess resumes for minimum qualifications.

- Move qualified candidates to the "**Reviewed**" or "**Phone Screen Requested**" workflow tab.The "**Reviewed**" workflow status should be used when the candidate has a good application and you want to schedule a phone screening but haven't requested it yet.

  Salaried Corporate Candidates:
    - After reviewing resumes for minimum qualifications, candidates should be moved to either **"Reviewed"** or **"Culture Index Assessment Sent."** The Culture Index assessment must be emailed to all candidates who are considered strong enough to proceed in the interview process. The results of the Culture Index assessment should not be used as the sole determining factor in processing or rejecting a candidate. After reviewing the assessment, candidates should be moved to **"Phone Screen Requested."**

      - Email templates are available for each corporate role. If a template does not exist for the role currently being recruited, please contact a member of the Human Resource team.

- Move the not qualified candidate to the "**Not Qualified**" workflow tab with the correct reasoning. Be sure to allow JazzHR to email the candidate, notifying them of the status of their application.

Step 2: Phone Screening

- Schedule a phone screening using JazzHR's preloaded email templates or an external calendar link. Move the candidate into the "**Phone Screen Scheduled**" workflow once the candidate has confirmed.

  Need help with a phone screening?

  Use the standard **Phone Screen Script** to guide the phone conversation. This can be located on the WhiteWater Intranet → HR Links → Recruitment → Interview Reference Guides → Phone screening script [Phone screening script](#)

Post-Screen Actions:
- **Phone Screening Completed:** Move the candidate to the **"Phone Screening Completed"** workflow.

- **Advance Candidate**: If successful, move the candidate to the **"Interview Requested"** workflow. (This could be the *virtual interview* or *in-person* interview request workflow. Select the appropriate interview.) Be sure to use the preloaded email template in JazzHR to request the candidates availability via email.

- **Reject Candidate**: If unsuccessful, move to candidates to the appropriate "**Not Qualified**" workflow. Use standardized rejection reasons in JazzHR. Be sure to allow JazzHR to email the candidate, notifying them of the status of their application.

Step 3: Virtual or In-person Interview

1. Schedule a Virtual or In-person interview using JazzHR's scheduling feature or an external calendar link. Move the candidate into the "**Virtual**" or **"In-person Interview Scheduled"** workflow once the candidate has confirmed.

2. There are two ways to complete the Interview Guide.
   a. Printable Guide: **The Interview Guide** can be located on our [WhiteWater Intranet](#). Intranet Home Page→Recruiting→Interview Guide (Select the appropriate interview guide) Share the Interview Guide and candidate resume in advance to all participating interviewers.
   b. JazzHR digital Interview Guide: This guide must be manually added into each candidate's profile under the "Interview" tab in order to launch the interview.

3. Interviewers must take notes during the interview and complete the guide.

   If additional interview rounds are necessary leave the candidate in "virtual" or "in-person interview" status until the interview process is completed.

   Please be considerate of the candidate's time, their experience with WhiteWater, and the involvement of all parties in the interview process. Human Resources recommends the following best interview practices when deciding on how many interviews candidates should have:

   Salary Positions:
   ● Send Cultural Index Assessement
   ● Phone Screening
   ● 1-2 (30mins to 1hour) Virtual Interview
   ● 1-2 (1hr) Onsite Interview/ Panel Interview/ Meet the Team
   ● 1 (1-2hrs) Onsite Interview with the Executive Team *if needed*.

   Hourly Positions:
   ● Phone Screening
   ● 1 (45mins-1hr) Onsite Interview

6. Post-Interview Actions:

Once the virtual or in-person interview is completed: Move the candidate to the **"Virtual or In-person Interview Completed"** workflow.

● The hiring team meets briefly to debrief and decide next steps.

● Regardless of the outcome, the interview guide must be complete and documented in JazzHR.

   ○ **Documents:** If the Interviewer chose to complete a printable interview guide, it must be uploaded as a document in the candidate's JazzHR profile under the **"Document"** tab. *This must be uploaded into the candidates profile regardless of the outcome.*

- - The "How to Upload a Document in JazzHR" steps can be located on our [WhiteWater Intranet](#). Intranet Home Page→Recruiting→ Uploading a Document into JazzHR. [Uploading a document into JazzHR](#)

    - Use the standard naming convention when uploading the interview guide into the candidates document tab: [Candidate Name]_Interview Guide

    - If the interview was conducted digitally through the JazzHR Interview Guide, no upload is required. However, the guide must indicate whether the candidate passed or failed. Steps can be located on our [WhiteWater Intranet](#). Intranet Home Page→Recruiting→JazzHR Launching interview Guide. [Launching Interview Guide](#)

- **Reject Candidate**: Move to appropriate "**Not Qualified-Failed Interview"** workflow with the appropriate rejection reason (*see appendix for reasons and definitions*). Be sure to allow JazzHR to email the candidate, notifying them of the status of their application.

7. Offer Process

Step 1: Extending Verbal Offer

The hiring manager is responsible for calling the candidate to extend a verbal offer. During the call, be sure to include details about the salary, start date, and benefits. ***Once the candidate verbally accepts the offer, the hiring manager must document the start date and salary into the candidate's profile and move the candidate into the workflow status listed, "Verbal Offer Accepted."***

Reminder: Start dates are available only on ***Thursdays and Fridays*** each week and must be scheduled at ***least two weeks*** after the verbal offer.

- If the candidate has not verbally accepted the offer and requires additional time to make a final decision, place the candidate in the **"Verbal Offer Extended"** workflow status.

- To enter the start date and salary in JazzHR, navigate to the candidate's profile at the bottom of their application. Click **"Edit Profile"** and input the information in the **Custom Fields** section.

Human Resources will only be alerted to generate the official offer letter once the completed interview guide, confirmed salary, and start date have been uploaded and the workflow has been advanced.

Step 2: Human Resources Review & Offer Letter

- HR will review the documentation and initiate the formal offer letter within **24–48 business hours** (*Business hours: Monday–Friday, 8:00 AM–5:00 PM CST*).

- The offer letter will be generated using the appropriate template and emailed to the candidate, with the Hiring Manager copied.

- Once the candidate signs the offer letter, HR will update the workflow status to **"Official Offer Letter Signed."**

Step 3: Onboarding & Background Check

- HR will update the workflow status to **"Onboarding & Background Check"** once the background check process has been initiated.

- After all tasks are completed and the candidate is cleared to start, HR will update the workflow status to **"Candidate Cleared to Start."**

8. Candidate First Day

- On the candidate's first day, the hiring manager must update their status in JazzHR by advancing the candidate into the "**Official Start Date"** within the requisition under which they were hired.

- This will notify the HR Generalist and Onboarding to create the candidates sign-in credentials.

  Failure to complete this step will prevent the candidate's ADP employee profile from being processed, resulting in WhiteWater being out of compliance with federal employment eligibility regulations.

9. Compliance & Auditing

- All steps and updates must be logged in JazzHR.

- HR will conduct random audits monthly to ensure SOP adherence.

- Missing interview documentation or failure to comply with the recruiting/interview process steps may result in escalation to HR leadership.

10. Additional Notes
- Always use inclusive and fair interview practices.

- Avoid off-topic or inappropriate questions.

- Maintain confidentiality at all times.

Appendix

A. *Creating a Job Requisition* in JazzHR
B. *Uploading a Document* in JazzHR
C. JazzHR Workflow Status List & Definitions
D. Boosting Guidelines
E. *Notification Preference* in JazzHR
F. *Launching an Interview Guide* in JazzHR
G. Phone Screening Script

JazzHR
Creating a Job Requisition

Step 1: Log in to JazzHR

- Navigate to JazzHr
- Select "Log-in"
- Enter credentials and access the dashboard
- Click the "Jobs" tab at the top of your page
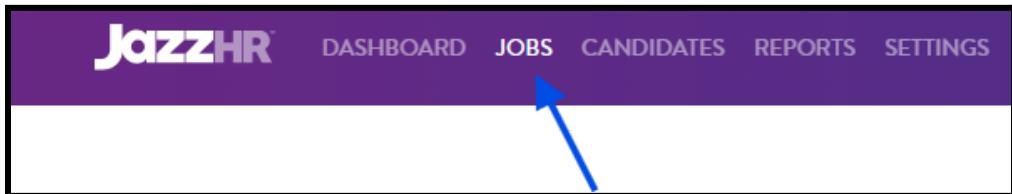
Step 2: Cloning a job

- Type the word "TEMPLATE" in the title section, then "Apply"

- Find the job title that you want to open. Under "Actions" click on the arrow, select "Clone Job". This will allow our default tabs to be prefilled.

Step 2: Filling out job posting details
Do not adjust or change any prefilled selections. The following tabs need to be adjusted:

- **Job Title:** Remove "Template" and add the store number to the end of the title.
- **Workflow Template**: Select- "Default Workflow 2025"
- **Location** (Country, State, City, and Postal Code)
- **Custom Fields:** (input all information except, job type. This is prefilled)
    - **Boosting**
        - #INDMANAGE- management (non-corporate: SM, GM, and MSD)
        - #INDMAIN- Maintenance
        - #INDCORP- All corporate roles (including RD and AD)
        - #INDNEW- New Store
        - #INDHOUR- Team Leaders and Shift Leaders
    - **Store Number**
    - **Number of Openings**
    - **Reason for Hire** (e.g., replacement, new store, new position, new headcount-existing store) *"New Headcount – Existing Store" should be used exclusively when an additional position has received formal approval to be added to the staffing of an existing store.*
    - **Hiring Manager, Area Director, and Regional Director Name**
- **Advanced Job Details**:(input all information except salary, this is prefilled)
    - **Department or Business Unit** (WX +STORE NUMBER)**,** (ex.WX101)
    - **Internal Job Code (WX+ STORE NUMBER)** (ex.WX101)

Once all information is filled in, "Save as Draft". **Do not edit anything under the following tabs:** *Applications*, *Workflow*, *Team*, *Refer*, or *Promote*.

Post | 🔒 Application | 🔒 Workflow | 🔒 Team

Create a compelling job post.
Follow the guide below to create your job. Visit the Support Center for more best practices.

✱ ESSENTIALS

Job Title *

TEMPLATE- CAR WASH ATTENDANT- 101

Employment Type *

Full Time ▼

Minimum Experience *

Entry Level ▼

Recruiting Workflow Template *

Workflow 2025 ▼ 👁

Scorecard Template ℹ

Select a Scorecard Template... ▼

📍 LOCATION

Country *

United States ▼

State, Province or Territory

Texas ▼

City or Town

Houston

Postal Code

77070

☐ This is a Remote (work from home) position.

⚙ CUSTOM FIELDS Learn More

Boosting

No Answer ▼

Job Type

Clean-Single Post ▼

Store Number

101 ▼

Number of Openings

1

Reason for Hire

Replacement/backfill ▼

Hiring Manager

Treigh Weingart

Area Director Name

Taylor Altazan

Regional Director Name

4

Step 3:Submitting for approval

Once the requisition is ready to be submitted, click on the "Submit for Approval" button at the top of the page. *Failure to submit for approval will automatically default the requisition into "Drafting," and HR will not be notified to review for approval.*

TEMPLATE - Area Director > Edit Job					SUBMIT FOR APPROVAL ▼
Post	Application	Workflow	Team	Refer	Promote
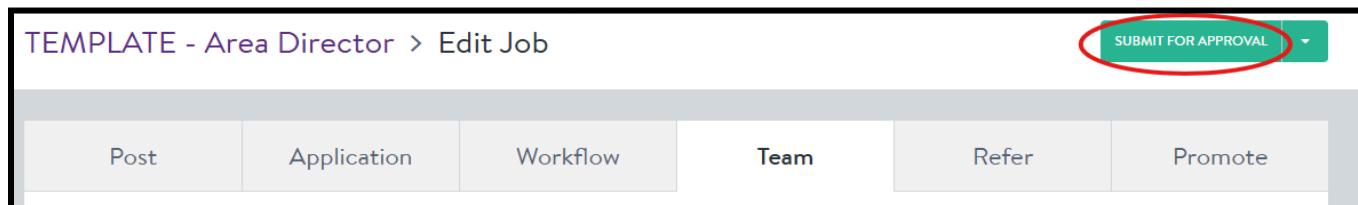
Uploading a Document into JazzHR

1. Log in to JazzHR

- Go to https://www.jazzhr.com/

- Enter your login credentials and click "Log In"

2. Navigate to the *Candidate Profile* or *Job Posting*

- Use the Search bar or browse under "Candidates" or "Jobs"

- Click on the name of the candidate or the job title to open the profile

3. Open the "Documents" Tab

- In the candidate or job profile, locate the "Documents" tab from the navigation panel

4. Upload the Document

- Click the "Upload Document" button

- Select the file from your computer or drag and drop the file into the upload area

- Enter a clear and descriptive file name (e.g., "Interview Guide_John Doe")

- (Optional) Add notes or categorize the document if prompted

ADD DOCUMENTS ✕

NOTE: The Account Owner (currently Joshua McCown) always has access to every document uploaded to JazzHR, regardless of its privilege settings.

UPLOAD   SELECT

1. Choose a document to upload.

CHOOSE FILE

Kae Bell_ Interview Guide.docx

2. (Optional) Rename this document.

Kae Bell_ Interview Guide.docx

3. Secure the document. Only selected individuals will have access.

Everyone   ▾

CANCEL   **UPLOAD DOCUMENT**

5. Save the Upload

- Ensure the correct file is selected and click "Upload" or "Save"

- Wait for the system to confirm the upload is complete

File Format Guidelines:

- Accepted formats: PDF, DOC, DOCX, JPG, PNG

JazzHR Workflow Status
List & Definitions

Workflow Status	Definition
New	The candidate has just applied and has not yet been reviewed.
Reviewed	The recruiter or hiring manager has viewed the application- has not placed into next status.
Culture Index Assessment Sent	The hiring manager has sent the candidate the appropriate culture index assessment via email.
Phone Screening Requested	An email request to or text has been sent to the candidate; screening has not been confirmed by the candidate.
Phone Screening Scheduled	The candidate is in the initial screening stage (The phone screening has been confirmed with time and date)
Phone Screening Completed	The phone screening has been completed and documented; the candidate is awaiting next steps.
In-person Interview request	An email request to or text has been sent to the candidate for an in-person interview; interview has not been confirmed by the candidate.
In-person Interview Scheduled	The candidate is scheduled for an interview with the hiring manager or team in-person. (The in-person interview has been confirmed with location, date and time.)
In-person Interview Completed	The in-person interview has been completed and documented; the candidate is awaiting next steps.
Virtual Interview Request	An email request to or text has been sent to the candidate for a virtual interview; interview has not been confirmed by the candidate.
Virtual Interview Scheduled	The candidate is scheduled for an interview with the hiring manager or team virtually.
Virtual Interview Completed	The virtual interview has been completed and documented; the candidate is awaiting next steps.
No Show Interview	Contact the candidate for scheduled phone screening, virtual interview or onsite interview, and the candidate did not attend. ***No further consideration.***

Verbal Offer Extended	The start date and salary have been entered into the candidates profile. A member of management or Human Resources has extended a verbal offer to a candidate.
Verbal Offer Accepted	A member of management or Human Resources has extended a verbal offer to the candidate and the candidate ***HAS ACCEPTED*** the offer.
Official Offer Letter- Extended	A job offer has been formally extended to the candidate by HR. Awaiting signature from candidate.
Official Offer Letter- Signed	The candidate has accepted, and signed the job offer.
Onboarding & Background Check- onsite	Background check is being processed. Onboarding tasks are in progress by candidate.
Onboarding & Background Check- Remote Only	Background check is being processed. Onboarding tasks are in progress by candidate. (RD's, AD's, I.T., & Maintenance)
Candidate Cleared to Start	The candidate has successfully passed background checks and onboarding tasks are completed. The candidate is cleared to start.
Official Start Date	The candidate has been officially hired. (***ONLY USE THIS ONCE THE CANDIDATE HAS STARTED WORK***)
Waitlist	Strong candidate; potential for future opening.
Non- Responsive	No communication from the candidate. (or communication has stopped).
Not qualified	The candidate does not meet mandatory qualifications or fails to meet key requirements.
Not qualified- Failed phone/virtual interview	After conducting a phone or virtual interview the candidate does not possess the skills and/or experience needed for the role.
Not qualified- Failed In-person Interview	After conducting an in-person interview the candidate does not possess the skill and/or experience needed for the role.
Candidate Declined offer- Salary	The candidate declined the offer due to salary/compensation demands.

Candidate Declined Offer- No reason	The candidate declined the offer and did ***NOT*** disclose the reasoning.
Candidate Declined Offer-Accepted Another Offer	The candidate declined the offer due to accepting another role with a different company.
Offer Rescined- No Show	The candidate was scheduled to start work on a specific date and did not show up or communicate any changes needed.
Not Eligible for Rehire	Applicant has been verified via ADP or HR Department- not eligible for rehire
Not Authorized to work in the U.S.	The candidate requires sponsorship or does not have proper documentation to work in the United States.
Offer Rescined- Non-responsive	The formal offer has been sent to the candidate and the candidate did not sign and send the offer letter back to WhiteWater. No communication from the candidate.
Offer Rescinded- Failed background	WhiteWater has withdrawn its candidate offer. (Failed background/drug screening, criminal or reference check).
Candidate Withdrawn	The candidate voluntarily withdrew from the recruitment process.
Closed – Not Filled	The job opening has been closed without hiring any candidates. (Cancelled)
Position Filled	The job opening has been closed with a hire.
Salary Expectation Too High	The candidate is seeking a salary that is too high or out of budget.
Requires Relocation	The candidate does not live in the state/city the position is housed. The candidate would have to relocate.
Duplicate Application	The candidate has submitted more than one application in the same requisition.

Boosting Guidelines

What is Boosting?
Boosting increases the visibility of a job posting to attract more potential candidates.
- Boosting should only be used in urgent or hard-to-fill situations.
- Each boost has a set budget amount. Once the limit is reached, the boost will automatically stop.

Authorization
Only the following managers are authorized to request a job posting boost via JazzHR:
- Department Heads (or above)
- Area Directors
- Regional Directors

How to Request a Boost
1. Log into JazzHR.
2. Navigate to the job posting you want to boost and select Edit Job.
3. Go to the Custom Fields section. From the Boosting dropdown, select the appropriate hashtag (#) associated with the job title. (See key below)
4. Submit for approval.

Pre-Boost Requirements
Before submitting a boost request, the following criteria must be met:
- The job posting has been live for at least 14 days;
- The job posting has not exceeded 60 days;
- The city and ZIP code on the existing posting have been updated; and
- The evergreen requisition has been reviewed to assess potential candidates.

Boosting Key
- #INDCorp – Corporate, AD, RD roles
- #INDManage – General Manager and Store Manager roles
- #INDHour – Hourly roles
- #INDMain – Maintenance roles
- #INDNew – New store roles

Approval Process
- All boost requests must be reviewed and approved by HR prior to activation.
- Allow up to 24 business hours for approvals. Business hours are Monday–Friday, 8:00 AM–5:00 PM CST.
- Exception: New store openings are automatically boosted for the first 30 days to support initial hiring needs.

Notification Preferences in JazzHR

1. Log into JazzHR.

2. Click your username in the top-right corner, then select My Profile.

3. Scroll down to the Preferences section.

4. Click Edit to update your notification settings.

Notification Types

Email Notifications
- Sent to your work email.
- You will receive updates directly in your inbox.

In-App Notifications
- Appear on your JazzHR dashboard.

Daily New Candidates Digest
- Select this option if you want to receive a daily summary of new candidates.

Saving Your Preferences

1. Choose the notifications you want to receive (email and/or in-app).
Click **Save Changes**.

2. For **in-app notifications**, once selected, they will appear on your dashboard if your dashboard notifications filters are selected.

Dashboard Filter Notifications
- To see notifications on your dashboard locate the notifications tab.
- Use the drop-down filter to select the type of notifications you want displayed.
- Once selected the notification will show on the dashboard.

Launching an Interview Guide in JazzHR

1. Log in to JazzHR

- Go to https://www.jazzhr.com/

- Enter your login credentials and click Log In

2. Navigate to the Candidate Profile or Job Posting

- Use the Search bar or browse under Candidates or Jobs

- Click on the name of the candidate or the job title to open the profile

3. Open the "Documents" Tab

- In the candidate or job profile, locate the "Interview" tab from the navigation panel
- Navigate to the workflow that says, "virtual interview scheduled or In-person interview scheduled," and select the arrow to drop down the tab that says " Add Interview Guide," click it.
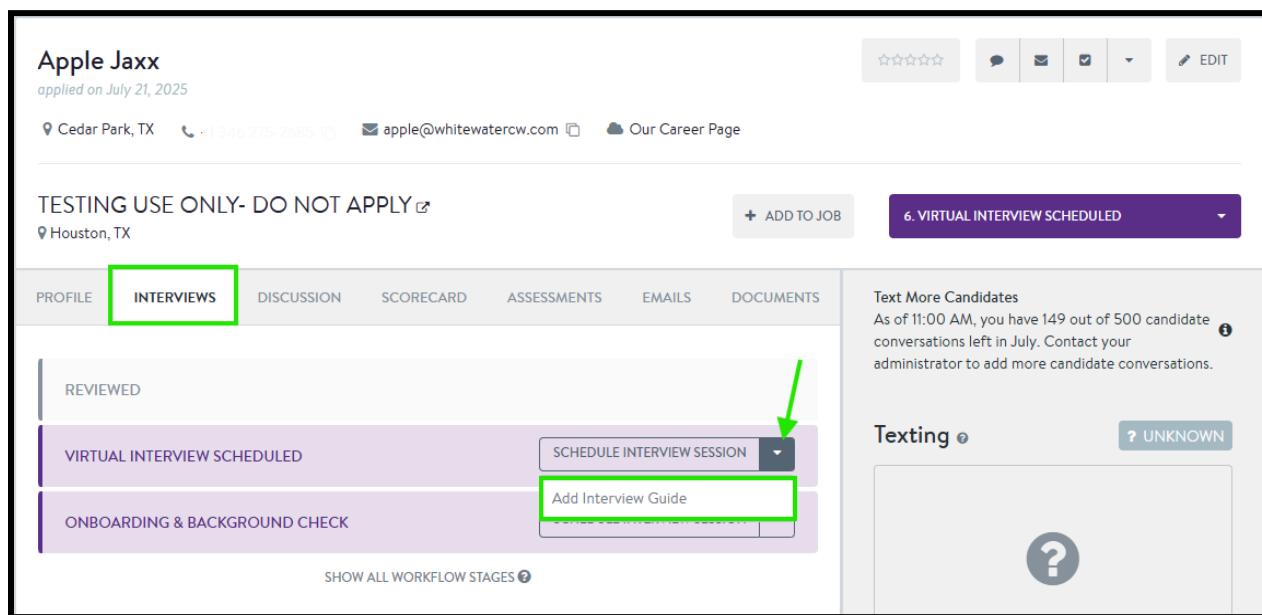
- Select the appropriate Interview Guide by clicking on "Add."
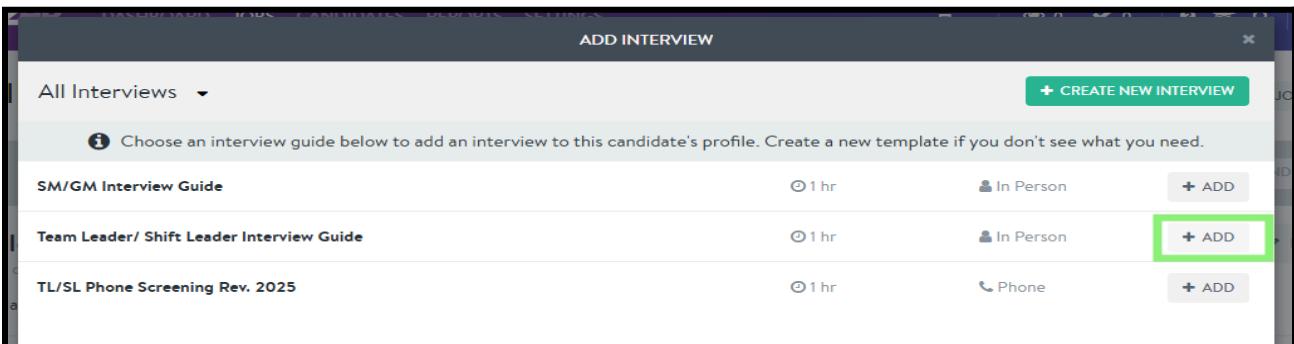
- Once the interview is added to the candidates profile you are ready to launch the interview. You also have the option to delete or edit the interview.

- Sign in with your JazzHR credentials. Select Start Interview

On this screen, you will find several functions designed to make interviewing easier.

- Do **not** use the *"Optional Rating Scale"* or *"Print Blank Guide"* options. If you prefer to print the guide instead of using the digital version, please select the option located under the title of the interview.

  As you complete the interview, be sure to save each answer—especially after making any changes.

- Once you have asked and answered all the questions in the guide, select *"Complete Interview"* at the top of the page.
- The next screen will prompt you for feedback. Here, the hiring team will indicate whether the candidate passed or failed the interview by selecting the appropriate option. If you would like to share the results with someone in the organization, you can "@" that person. Finally, enter the date the candidate was interviewed and select *"Complete Interview"* to finalize.
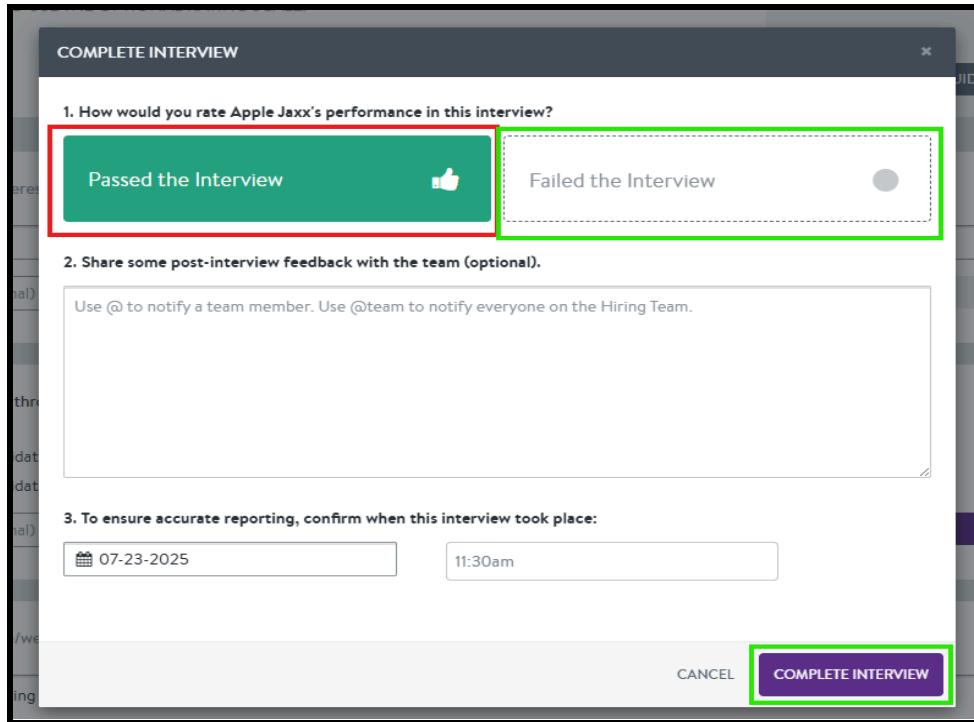
● Once the interview is complete if needed, edits and viewing/printing can be made.

Phone Screening Script

1. Introduction (1 minute)

Hi [Candidate's Name], this is [Your Name] calling from Whitewater Express Car Wash. Is now a good time to talk?
(*If yes, proceed. If not, reschedule.*)

Great! I am a [Title] here at [Company]. Thank you for applying to the [Job Title] position. This will be a brief 15–20 minute phone screen to get to know you a bit better, share more about the role, and answer any initial questions you may have. Does that sound good?

2. Role & Company Overview (3-4 minutes)

Let me give you a quick overview of the position and our company:

Summary of Whitewater: *WhiteWater Express was founded in 2016 with our first car wash opening in Tomball, Texas. Today we have over 130 locations and over 1300 employees throughout Texas, Oklahoma, Louisiana, Ohio, Kentucky, and Michigan - and growing. We strive to provide a 5-Star customer and employee experience.*

Team & Key responsibilities:
The [Job Title] role reports to the [Manager Title] and works closely with [Departments/Teams]. It's a mix of [e.g., customer interaction, technical work, sales, etc.], and we're looking for someone who has experience in [list key traits/skills].

Particularly for Ops and Maintenance roles include that we work in the elements e.g. extreme heat and extreme cold. Ask if they are comfortable/ have any experience with this type of work.

Location:
This position is based at our [Store/Office] located at [Address or General Location (e.g., Coldwater, MI, or 106 Vintage Park Blvd. Houston, TX)].

Hours of Operation:
Our typical hours of operation are [e.g., Monday through Friday, 8:00 AM – 6:00 PM, and weekends for rotating shifts if applicable].

This position may require [specific shift, weekend availability, or on-call rotations, if any]. Are you comfortable with those hours?

3. Candidate Background (5 minutes)

 Let's talk a bit about your background:

- Can you walk me through your recent experience and how it relates to this position?

- What drew you to apply for this role at WhiteWater?

- What are you looking for in your next opportunity?

4. Logistics (2–3 minutes)

- Are you currently working? If yes, what's your notice period?

- What are your compensation expectations?

- Are you comfortable with [any role-specific expectations, such as weekends, travel, remote work, etc.]?

5. Next Steps & Closing (1–2 minutes)

Thanks so much for taking the time to speak with me today!

Do you have any questions for me before we wrap up?

We'll follow up with you within 48 business hours to let you know if this will be the last step in the process for you or if you have been selected for an on-site interview. (Business Hours are Monday- Friday 8:00am-5:00PM CST)

Thanks again, and have a great day!