

# CANDIDATE INTERVIEWS



## Follow these steps to hire the BEST ...

**Put the candidate at ease.** Since interviewing is stressful, do your best to help the candidate relax. Offer them water and introduce yourself; share your story of success at Discount Tire.

Next tell them briefly about the position, responsibilities, challenges, and performance criteria.

**DO** ask open-ended questions that require/allow the applicant to reply in complete sentences. Take notes to help you remember each applicant.

- Notes *MUST* be separate from the job application or resume and never indicate applicant's race, age, national origin, gender, disability or other such identifier, either outright or by code (can be discriminatory and illegal).
- Ask each candidate interviewing for the same position the same group of interview questions.
- Always have more than one person interview each candidate.

**DO NOT** use questions that solicit responses pertaining to any of the following categories: race, religion, color, sex, age, national origin or ancestry, physical/mental disability, veteran status or any other category protected by federal, state, or local laws.



## Suggested questions:

- What do you know about Discount Tire?
- Why did you apply for this position?
- Tell me about your proudest work/school achievement.
- List five words that describe your character.
- Who has impacted you most in your life or career and how?
- What was the most important thing you learned in your last job or at school?
- What type of work environment are you most comfortable working in?
- Describe a time when you made a mistake at work or school. How did you deal with this and what was the outcome?
- Give an example of when you had to work or go to school with someone who was difficult to get along with. How did you handle it?
- Give an example of a time when you went above and beyond at work or at school.
- Describe a time when you felt you went above and beyond for a customer.
- When you are a customer what kind of customer service do you expect? How do you think you can deliver to our customers what you expect?
- Give an example of a time when you received criticism for a task you performed. How did you handle it?
- What kind of goals would you have in mind if you got this job?
- Do you have any conflicts with your time from 7:45 a.m. to 6:30 p.m. Monday through Saturday?
- Is there anything we haven't talked about that would be important for me to know about you?
- Do you have any questions for me?