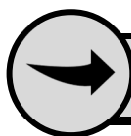


## Sample Interview Questions for Store Positions

Because you are looking to assess if candidates are a good fit for Discount Tire, asking questions based on the values represented in IOOGA will help determine if their values align with ours. Below, you will find suggested interview questions, categorized by each of those capabilities, so that you may find the best Discount Tire employee! We recommend that you choose 1-2 questions for each capability.

### *Interview Guidelines*

- Approach the candidate with respect, friendliness, and kindness.
- Ask each candidate primarily the same set of questions.
- **Do not ask questions or discuss anything pertaining to:** race, religion, color, sex, age, national origin or ancestry, criminal history, salary/pay history, physical/mental disability, veteran status, or any other category protected by federal, state, or local laws.
- **REMINDER:** Choose **one question from each category** for your interviews.



## Introductory Questions

- Are you available to work a minimum of 35 hours per week?
- What is your availability, Monday through Saturday, between the hours of 7:30 AM and 7:00 PM? In the next six months, will you be able to maintain the same availability? What about the next year?
- What do you know about Discount Tire?
- Describe a time when you were in a competitive situation. How did you approach it and why? What have you learned from this situation that you might use again in the future?
- Why did you apply for this position? How long do you see yourself in this role? **NOTE TO INTERVIEWER:** We are looking for career-minded individuals for this role. Ideally, this candidate would be able to commit to this availability for 1-2 years minimum.



## Integrity Questions

*We are honest, fair, and do what we believe is right*

- Tell me about a time when someone tried to get you to do something you felt was wrong. How did you deal with it?
- Describe a time when you made the choice to trust someone at school or at work. Why did you choose to trust them? How did trusting them effect the situation?
- Describe a time when you made a mistake at school or work. How did you deal with it and what was the outcome?



## Our People Questions

*Our strength comes from caring for and helping one another*

- Have you ever been on a team where someone was not pulling their weight? How did you handle it?
- Tell me about a time when you volunteered your time to help someone else in need.
- Tell me about the best example of effective teamwork in which you've participated. What role did you play and why?



## Our Customers Questions

*Every day we must earn the right to call them Our Customers*

- Give me an example of a time when you went above and beyond at work or at school.
- When you are a customer, what kind of customer service do you expect? How do you think you can deliver what you expect to our customers?
- In your experience, what are the most successful ways to build long-lasting and trusting relationships with customers? Please be specific.



## Growth Questions

*We seek to gain and share knowledge, innovate, achieve results, and open stores*

- What type of work environment are you most comfortable working in? Why?
- What are your professional goals?
- Describe the most helpful piece of constructive feedback you have received in school or at work.
- Share a time when you did not measure up to your own standard of performance. What happened and how did you address it?



## Attitude Questions

*We are passionate about having fun, giving our best, working safely, and sharing in our success*

- Tell me about a time from work or school where you approached your work with a positive attitude. What difference did having a positive attitude make?
- How do you prioritize safety at work or at school? Give an example of a time you used safety considerations to guide your decision-making.
- How important do you think it is to celebrate success in the workplace or at school? Why?



## Concluding Questions

- Is there anything that we have not talked about that would be important for me to know about you?
- Do you have any questions for me?