



Interview Guide Part 1

Applicant Name _____

Interviewer/s _____

Date of Interview _____

Note to interviewer:

1. **LISTEN** - Engage the person to do most of the talking
2. **LOOK FOR** – Personality, Smiles, Energy, Confidence, Communication Skills, PERSONALITY!
3. **USE YOUR GUT** – At any point if you feel that the person isn't a good fit, end the interview politely and thank them for their interest.
4. **Refer to EEOC** Pre-Employment Inquiry Guidelines before starting interview.

A. INTRO

- a. What do you know about Toppers?
- b. Tell me about yourself
- c. What do you do for fun?

B. TELL THEM ABOUT US – Try not to spend too much time in sections B and C. These sections are just meant to set the right expectations for them about the job and our company. The main point of the interview is to gauge their personality, which means you should spend most of the time asking them questions instead of talking.

- a. Core Values we live by and expect all of our Team Members uphold
- b. Mission of Toppers Pizza and our commitment to the customer
- c. What makes us different
- d. Number of locations in the U.S.
- e. Hours
- f. Delivery and Carryout (70% delivery/30% Carryout)
- g. Target Demographic (18-34 year old)

C. TELL THEM ABOUT THE JOB (Expectations)

- a. Do it all! Drive (if applicable), clean, cook, prep, marketing, answer phones- Work as a team! **Q: Are there any of those jobs that you would be unable to perform?**
- b. Making customers happy with great, friendly service is job #1
- c. In this business we work the busy times. (nights, weekends, Halloween, New Years, Football games etc..) **Q: Are there any times like these that you would not be able to work? We are flexible and may not require you to work all of them but you need to be available if needed.**

- d. We are looking for people that can be reliable and consistent with their availability. (Look at their availability on the application and ask if this is what they can reliably and consistently be available to work. What they tell us will be what we will schedule.)
- e. Uniforms – Show or describe uniform. Note any piercings, jewelry, unnatural hair colors, long finger nails or other areas that may pose a problem. If present, discuss their willingness or ability to adhere to our standards in those areas.
- f. Opportunities for advancement
 - i. The more you learn to do...
 - ii. Certified Trainer
 - iii. Shift Leader
 - iv. Management
 - v. Supervisors

D. ASK ABOUT THEM

- a. What made you come to Toppers?
 - i. Did they say something positive or something like “I just need a job”.
 - b. What are you looking for in a job with us?
 - i. Did they say something positive or “A paycheck”?
 - c. What about yourself are you most proud of?
 - i. An achievement or personality trait. Can show ambition.
 - d. Who is your role model and why?
 - i. This answer can show what attributes and behaviors the candidate aspires to.
 - e. What things do you NOT like to do?
 - i. Probing question: What part of a job you have had, have been boring or you didn't like doing?
 - f. Where do you see yourself in a year and is there a part of working here that can help you get there?
 - g. What would be your ideal schedule?
 - i. Their answer should be close to their availability listed on application or match what you are looking for.
 - h. What do you hope to gain besides a paycheck from us?
 - i. How do you think you could benefit Toppers?
 - j. Do you have any questions for me?
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**IS THIS PERSON SHARP AND SOCIAL?
WOULD YOU BE PROUD TO PUT THEM IN FRONT OF OUR CUSTOMERS?
IF YES, PROCEED WITH INTERVIEW
IF NO, END INTERVIEW HERE AND THANK THEM FOR COMING IN.**



Interview Guide Part 2

- A. What are some things you're good at?**
- B. What are some things you're not so good at?**
- C. What does great customer service look like to you?**
- D. Describe your best customer service experience as a customer.**
- E. Is there an experience you had serving a customer that you exceeded the customer's expectations?**
- F. Describe your working relationship with your former or current boss.**
- G. What could have been better about your previous or current job?**
- H. Describe a stressful situation you have experienced. How did you handle it?**
- I. Have you ever worked with a team of people? If yes, describe that experience.**
- J. Have you ever lead a team of people? If yes, describe that experience.**
- K. Do you have any more questions for me?**

A. If they aren't a great fit:

- a. If you're sure an applicant shouldn't work at Toppers, it's best to tell them at the interview so they can put their efforts towards other employment.
- b. If you're not sure, you can tell them that you will contact them at a later date. The sooner, the better. Anything longer than 3 days is probably too long.
- c. Schedule a second interview with another Manager if needed.
- d. Call references listed on application and use the Reference Check form in the Franchise Operations Manual on myToppers. (note: Some employers may be hesitant to give out information or require an authorization form signed by the applicant.)

B. If the person is the right fit for Toppers:

- a. If you're sure an applicant is a great fit, then it's best to offer them a position at the interview. Chances are, they are looking for work at multiple places.
- b. "I think you would be a great addition to our team!"
- c. Tell them about the starting pay rates
 - i. Driver
 - ii. Inside
- d. Does this sound like a something you would like to do? If yes,

C. Discuss Hours and Availability

- a. Full or Part-time
- b. Other time commitments (family, sports, school etc.)
- c. Hours and Days Available
- d. Student? Class Schedules

D. Review Uniform Standards

- a. What to wear on their first day
- b. Size of shirt and hat needed
- c. Give them a uniform shirt and hat on Orientation Day

E. Overview of Training Process

- a. It's best practice to set up their initial training schedule (at least through the Core Four)
- b. Orientation Day
- c. Training process
 - i. We will give you all the tools you will need to learn the job as well as individual training
 - ii. Menu
 - iii. Team Member Handbook
 - iv. POS – Phones and Counter
 - v. Delivery (if driver)
 - vi. Prep
 - vii. Making Killer Product (pizza making)
 - viii. Toppers U

F. Schedule their Orientation Day on the spot. (Remember to schedule on a slow day)

G. Review all required materials they will need to bring with them.

- a. Have them write it down or give them the list
- b. Driver's License
- c. Other form of ID (see I9)
- d. Proof of Insurance with declaration page (if a driver)

H. Introduce them to everyone who is working at the time

Note: If they are a Driver, you will need to run an MVR on them. It is best practice to run the MVR after you have offered them a position. Running MVRs with some companies requires a Driver's License or Birthdate. If you ask for this information prior to offering them a position, then don't hire them, it could be misconstrued as age discrimination. It's best practice to offer them the position *pending* an approved MVR.

Note: If the applicant is a minor, it is important that they bring in their work permit on their **first** day, or they cannot legally clock-in.

Thank them for their time and welcome them again!