

I. Front of the House Structured Interview Questions

1. **If there is an age requirement or other legal restriction on who can fill this position, confirm that the applicant meets the requirement.**

If not, do not continue.

2. **Confirm the applicant meets the job's minimum requirements by verbally going over the applicant's answers on the mini-application.**

If not, do not continue.

3. **Ask the applicant to review the Job Analysis form for the job and ask: If hired, can you do all these tasks with or without reasonable accommodation?**

4. **How did you find out about this job?**

Identifies your best recruiting sources.

5. **Why do you think you might want to work here?**

Identifies the image your business projects and the applicant's motivation for applying.

6. **What do you think it takes to be a good (job title)?**

Tells you how well the applicant understands what the job entails.

7. **If I hire you, how long do you plan to stay?**

An indicator of honesty and motivation.

8. **How long did you plan to stay at your last job? How long was it until you actually left and what made you leave?**

Honesty and an indicator of whether the person takes responsibility or blames others.

9. **How many days were you late or did you miss school in the last three months?**

Dependability.

If the applicant has not worked before, go to Section VI.

10. **Tell me about the very first job you ever did that you got paid for. What three things did you learn? What did you start as and what was your position when you left? (Take the applicant through her entire work history by asking these questions for each subsequent position.)**

Provides insight into the person's work ethic and growth potential.

11. **How did you get or earn your spending money while you were in school?**

Work ethic.

12. **Tell me about a time you were involved in a team or group activity. What did you enjoy about the experience? What was difficult about it?**

Ability to cooperate with and support others.

13. **When you start a new job or class, how do you go about making friends?**

Extroversion / social skills.

14. **Why would you rather be a (job title applied for) than a (different restaurant job)? (For example, a hostess rather than a server.)**

An indicator of personality traits and motivation.

15. **Tell me about a teacher or manager who you found difficult. Why did this person have this effect on you?**

An indicator of how not to manage this person if hired.

16. **Tell me about a teacher or manager who inspired you to do your best. Why did this person have this effect on you?**

An indicator of how best to manage the person if hired.

II. Special Questions for Host/Hostess Applicants

1. What would you do if a guest tripped and fell while you were showing her to her table?
Look for ability to think on one's feet.
2. How would you handle it if you estimated a party of 10 would have to wait 20 minutes for a table and after 30 minutes you found you still wouldn't be able to seat them for another 15-20 minutes?
Look for pro-active, problem-solving ability.
3. What would you do if a server accused you of not being fair about which guests you seat in her section? *Maturity and conflict resolution skills. Go to Section VII.*

III. Special Questions for Server Applicants

1. Take me through your day yesterday from A to Z.
Look for high energy level.
2. Tell me about a time you had to sell someone something or on an idea of yours.
An indicator of sales skills.
3. How would you handle a rude customer who sent food back to the kitchen and then complained about what you brought back as a replacement?
Look for ability to think on one's feet.
4. What would you do if a guest were so drunk that he could hardly walk started to leave with his car keys in hand?
Look for common sense.
5. How would it affect the rest of your day if you gave great service to a very demanding table and they left without leaving you a tip?
Emotional maturity.
6. What's the toughest job you've ever had and how long did you last at it? Why was it so tough?
Look for indicators person has the required stamina. Go to Section VII.

IV. Special Questions for Bartender Applicants

1. Will you sign a release so we can run criminal records and credit checks, as well as a drug test on you?
Honesty.
2. What would you do if a guest were so drunk that he could hardly walk started to leave with his car keys in hand?
Look for common sense.
3. If a guest said *I'd like a mixed drink that's not too sweet*, what would you recommend? *Skills.*
4. Take applicant to the bar and say *Show me how you'd make (name three different drinks).*
Skills.
5. In what ways do you think you could increase the revenues from the bar here?
Job knowledge and marketing skills.
6. On a scale of 1-10, where 10 is best, how would you rate yourself as a bartender? What would it take for you to be the next highest number? *Honesty, maturity, self-assessment skills.*
7. Tell me about a time you had to get several things done at once. How did you handle it?
Multitasking ability.

V. Special Questions for Busser Applicants

1. **How can you tell when guests are ready for their plates to be cleared away?**
Job knowledge.
2. **What do you think is the most important part of a busser's job? Why?**
Look for team player aspect, i.e., support the server.
3. **Take me through your day yesterday from A to Z.**
*Look for high energy level.
Go to Section VII.*

VI. Special Questions for First-Time Workers:

1. **Why do you want to work?**
Motivation.
2. **What's your definition of being on time?**
Dependability.
3. **What do you do in your spare time?**
Activity level.
4. **Tell me about a time you got bad customer service. Why was it bad? What did you do?**
Attitudes toward customer service.
5. **Give me four words your three closest friends would use to describe you.**
Personality traits.
6. **When I talk to your (parents) (teachers) (coaches) (friends), what will they tell me about you?**
Personality traits.
7. **What do you plan to do with the money you earn?**
Motivation.
8. **What would be a reason you'd call in late to work?**
*Dependability.
Go back, and ask Questions 9-16 in Section I.*

VII. Conclusion

1. **What is the one question you hope I won't ask you?**
May bring to light a potential liability.
2. **I've asked you a lot of questions. What one question would you like to ask me? (After applicant asks his/her question, say: *That's interesting. Why did you ask that?* After the person explains, answer the question).**
Insight into what applicant believes is important.
3. **Is there anything you'd like to tell me about yourself that we haven't covered?**
Ends the interview on a positive note.