

RETAIL HIRING SEMINAR - ALEXANDRIA SBDC SAMPLE BEHAVIORAL QUESTIONS

1. Interpersonal Skills

*Describe how you developed relationships with others when you were new on your current/ most recent job.

*When you are dealing with co-workers or customers, what really tries your patience and how do you deal with that?

*Think about the most difficult customer service situation you have had to deal with. What was it, what did you do to resolve it, and what happened?

2. Flexibility

*Tell me about your experiences in dealing with frequent changes in your assigned work tasks or priorities.

* What is the most frustrating situation you have ever faced at work? What caused it, how did you react, what did you do to deal with it?

3. Initiative

*All of us have worked in situations where we knew we could improve the way the company did something - give me an example of a situation like that and what you did and what happened.

4. Commitment and motivation

*What do you know about our company and how did you learn that? What did you do to prepare for this interview?

* Why are you looking for a new job? What do you seek that is not available at your current job?

5. Fit/Culture

* What does your ideal work day, work week look like?

* Tell me about your personal values and how you think they fit with our values.

© Strategies for Human Resources, 2016, Pframe@SHRinsight.com I help small businesses thrive through smarter management of their people.