

Selection of Interview Questions for:

Date of Interview:

Position Applying for:

Managers Present:

- **Introduction & Life Background**

- How did you hear about our coffee shop? Why are you interested in this position?
- What are you passionate about? Do you have any hobbies?
- What kind of teams have you been a part of? Sports? Church? School?
- What type of volunteer work have you been involved with?
 - What was your role?
 - What was your favorite and least favorite part?
 - What skills/experiences from your volunteering would be beneficial in a work environment?

- **Professional & Work Background**

- Tell us about your past work experience?
 - Where have you worked?
 - Who were your customers? What were your responsibilities?
 - What is one thing you enjoyed most? What is one thing you enjoyed least?
 - What is one thing you learned about yourself in those roles?
 - What KEY skills from your past work experiences do you think will best benefit our coffee shop?
- Why do you want to work in a coffee shop?
 - What is your experience with coffee shops as an employee (if applicable)?
 - What is your experience with coffee shops as a guest? (Share your best coffee experience)
- How would you describe great customer service? Describe a time you received great customer service. Describe how you personally care for customers well.

- **Personality Background**

- What energizes you in the workplace? What drains you in the workplace?
- Can you describe a difficult situation/conflict in the workplace or volunteering and how you handled it?
- How would you describe your personality? Outgoing? Reserved? Organized? People person? Task oriented? Leader?
- What is your greatest asset to a team? What do you need in a team to help you to accomplish “the job” and be your best?

- **Company Values** (Share HOPE story here)

- What do you know about our company?
- Why do you want to be a part of our company?
- What do you think makes our coffee shop different from other coffee shops?
- Is there anything from your past work experiences that you think would demonstrate our values?

- **Availability & Expectations**

- How many hours would you prefer to work at our coffee shop? What expectations do you have for this position? (If they are a college student, would they like to work during holiday breaks?)
- What short-term and long-term goals do you have that working for us can be a part of helping you achieve?

- **What questions do you have for us?**