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| **Screening Interview**  **Job Title: All Positions –Form B** | | **D:\Users\Anton\Desktop\RO-vlogo_2016rev.png** |
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| **Interviewer Name:** | **Date:** | |
| **Applicant Name:** | | |
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| **Dimensions Assessed**  1. **Attention to Detail**—careful about detail and thorough in completing work tasks  2. **Cooperation**—pleasant with others on the job and displaying a good-natured, cooperative attitude  3. **Dependability**—reliable, responsible, and dependable, and fulfilling obligations  4. **Integrity**— doing what is right even when it is not what is best for you, even when no one is looking  5. **Self-Control**—maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations  6. **Active Listening**—giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times  7. **Oral Comprehension**—listening to and understanding information and ideas presented through spoken words and sentences | | |

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| **Overview** |
| This screening interview consists of four sections: Introduction, Question & Answer, Final Rating, and Scoring.  **Notes About Form B** This is Form B of the screening interview. Form B is designed to assess five dimensions during the screening interview as a supplement to the position specific interview. The questions on Form B that assess Attention to Detail, Cooperation, Dependability, Integrity, and Self-Control are different questions from those that are used to assess those dimensions on the position specific interview. Therefore, if you use this form (Form B), the position specific interview will remain unchanged. However, because you will assess these five dimensions twice (once in the screening interview and second time during the position specific interview), you will have a more comprehensive assessment of these five dimensions. If you would like to shorten the time spent on the position specific interview, consider using Form A in place of portions of the position specific interview.  **Introduction** The Introduction section is meant to guide you in welcoming the candidate, describing the interview process, and helping the candidate to relax before the questions and answer portion.  This section begins with you asking a few conversation starter questions. The goal of these questions is to put the candidate at ease. There are several example questions provided. Familiarize yourself with these questions *before* you begin speaking with the candidate so that you are familiar with the questions. Once the candidate is at ease, read the overview of the interview process to the candidate. Once you have finished, and answered the candidate’s questions, proceed to the Question & Answer section of the interview.  **Question & Answer** The Question & Answer section provides the opportunity to evaluate the candidate on five dimensions by asking a question and rating the candidate’s answer for each dimension.  For each dimension, read the question, answer any questions asked by the candidate to clarify the question, and take notes as necessary. Once the candidate has finished answering the question, privately rate the candidate’s response, and then move on to the next question. There is one question for each dimension. It is important that you ask each candidate the same questions in the same order so that every applicant has as similar an experience as possible.  Once you have asked and rated all five dimensions, the Question & Answer section is over. Provide the candidate with any pertinent information like the hiring process, when you plan to make a decision, and when they might expect to hear from you. Answer any final questions the candidate may have, and then dismiss the candidate.  **Final Rating**  The Final Rating section provides the opportunity to rate the candidate on two additional dimensions. Be sure to familiarize yourself with these dimensions before you begin.  The ratings for the dimensions in this section will be based upon the candidate’s responses during the Question & Answer section. For each dimension, write any notes you feel are necessary, and then provide a rating. Once you have finished both of the additional dimensions, move on to scoring.  **Scoring** The Scoring section provides instructions on how score the interview and arrive at a recommendation as to whether the candidate is acceptable or unacceptable.  To score the interview, you will need to copy your ratings to the scoring sheet. After you have copied your ratings, you will sum your ratings, and then calculate an average dimension score. Based upon the average dimension score, you will then make a recommendation as to whether the candidate is acceptable or unacceptable. Once you have made a recommendation, the interview is complete. |

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| **Introduction** |
| **Conversation starters:**   * How has your day/week been so far? * Have you ever dined at our restaurant? * Not including our restaurant, where are your favorite places to dine out? * What is your most memorable restaurant experience? * What did you do to prepare for today?   **Interview Process Overview** Let me talk to you a little bit about what we’re going to do today. As you know, this is an interview. I’m going to ask you a series of questions. After each question, I’m going to give you an opportunity to answer the question. Once you’ve answered the question, I’m going to move on to the next question until I’ve asked all of my questions. If any question isn’t clear, please ask me to clarify. And if I don’t understand an answer, I’ll do the same. Once we’re finished with my questions, I’ll give you an opportunity to ask any questions you may have.  During the interview, I will be reading from a script. This helps me to remember the questions, and keeps me on track. Just to let you know, I may also take some notes to help me remember what you’ve said. So if I pause for a minute after you answer a question, that’s what I’m doing.  Do you have any questions about anything I’ve just shared?  If you’re ready, let’s begin: |

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| **Question & Answer** |

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| **1. Attention to Detail—careful about detail and thorough in completing work tasks** | |
| Question: Tell me about a time when you needed to pay attention to small but important details. What was the outcome? | |
| Notes: | |
| **Rating** | **Example Answer** |
| ③ High Pass | Aware of the importance of detail orientation and very careful about detail. |
| ② Pass | Careful about detail. |
| ① Marginal Fail | Somewhat careful about detail. |
| ⓪ Fail | Only slightly careful about detail. |

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| **2. Cooperation—pleasant with others on the job and displaying a good-natured, cooperative attitude** | |
| Question: Describe a problem that you experienced while working with another employee. How did you manage working with that coworker, and what was the outcome? | |
| Notes: | |
| **Rating** | **Example Answer** |
| ③ High Pass | Recognized the need to cooperate and attempted to establish a cooperative relationship with the coworker. |
| ② Pass | Attempted to establish a cooperative relationship with the coworker. |
| ① Marginal Fail | Minimized interaction with the coworker. |
| ⓪ Fail | Avoided working with or refused to work with the coworker. |

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| **3. Dependability—reliable, responsible, and dependable, and fulfilling obligations** | |
| Question: Describe a time when you were asked to complete a difficult task and the odds were against you. How did you handle the situation, and were you able to complete the task? | |
| Notes: | |
| **Rating** | **Example Answer** |
| ③ High Pass | Anticipated unforeseen hurdles and made accommodations to not delay or affect work |
| ② Pass | Made accommodations to not delay or affect work. |
| ① Marginal Fail | Made minimal accommodations and allowed hurdles to delay or affect work. |
| ⓪ Fail | Made no accommodations and allowed hurdles to delay or affect work. |

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| **4. Integrity—** **doing what is right even when it is not what is best for you, even when no one is looking** | |
| Question: Describe an ethical dilemma which you had to face while at work. What was the outcome and how did you arrive at that outcome? | |
| Notes: | |
| **Rating** | **Example Answer** |
| ③ High Pass | Has a clear understanding of what is ethical; had no trouble recognizing and taking the appropriate action. |
| ② Pass | Has a reasonable understanding of what is ethical; had no trouble recognizing and taking the appropriate action. |
| ① Marginal Fail | Has a reasonable understanding of what is ethical; had some difficulty recognizing and taking the appropriate action. |
| ⓪ Fail | Does not understand what is ethical; had difficulty recognizing and taking the appropriate action. |

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| **5. Self-Control—maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations** | |
| Question: Tell me about the most difficult or stressful situation you have ever faced while providing customer service. How did you handle that situation? | |
| Notes: | |
| **Rating** | **Example Answer** |
| ③ High Pass | Maintained complete control of emotions, and demonstrated effective customer service. |
| ② Pass | Maintained control of emotions with effort, and demonstrated effective customer service. |
| ① Marginal Fail | Maintained only limited control of emotions, and/or demonstrated ineffective customer service. |
| ⓪ Fail | Lost control of emotions, and/or demonstrated poor customer service. |

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| **End of Question & Answer** |
| Provide the candidate with any pertinent information such as:   * the hiring process, and next steps * when you plan to make a decision * when they might expect to hear from you * who to contact if they have any questions about the process   Answer any final questions the candidate may have, thank the candidate for their interest in the position, and then dismiss the candidate. |

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| **Final Rating** |
| There are no questions for dimensions 16-18. These dimensions are to be rated based upon the applicant’s responses during the Question & Answer portion of the interview. |

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| **6. Active Listening—giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times** | |
| Notes: | |
| **Rating** | **Example Behavior** |
| ③ High Pass | Gave full attention, made sure they understood what was being said, and did not interrupt. |
| ② Pass | Gave full attention, probably understood what was being said, and did not interrupt. |
| ① Marginal Fail | Gave full attention, may have misunderstood a few questions without recognizing the misunderstanding, and/or may have interrupted on occasion. |
| ⓪ Fail | Mostly paid attention, misunderstood a few questions without recognizing the misunderstanding, and/or may have interrupted. |

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| **7. Oral Comprehension—listening to and understanding information and ideas presented through spoken words and sentences** | |
| Notes: | |
| **Rating** | **Example Behavior** |
| ③ High Pass | Understood everything that was said to them. |
| ② Pass | Understood almost everything that was said to them. |
| ① Marginal Fail | Misunderstood a several things that were said to them. |
| ⓪ Fail | Misunderstood many things that were said to them. |

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| **Scoring** | |
| Copy the ratings for each dimension to the table below. Sum the ratings, and write this number in the box next to SUM. Divide the sum by the total number of dimensions rated (7), and write the result in the box next to AVERAGE SCORE PER DIMENSION.  If the candidate received 1 or more **FAIL** ratings, mark **UNACCEPTABLE** in the hiring recommendation.  If the received 3 or more **MARGINAL FAIL** ratings, mark **UNACCEPTABLE** in the hiring recommendation.  If the candidate received an average score per dimension of 2.0 or above, mark **ACCEPTABLE** in the hiring recommendation. If the candidate received an average score per dimension below 2.0, mark **UNACCEPTABLE**. | |
| **Dimension** | **Rating** |
| 1. **Attention to Detail**—careful about detail and thorough in completing work tasks |  |
| 2. **Cooperation**—pleasant with others on the job and displaying a good-natured, cooperative attitude |  |
| 3. **Dependability**—reliable, responsible, and dependable, and fulfilling obligations |  |
| 4. **Integrity**— doing what is right even when it is not what is best for you, even when no one is looking |  |
| 5. **Self-Control**—maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations |  |
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| **SUM** |  |
| **AVERAGE DIMENSION SCORE (SUM / 7)** |  |
| **HIRING RECOMMENDATION** | **⃝ Acceptable** |
| **⃝ Unacceptable** |