

## **RETAIL INTERVIEW QUESTIONS**

1. Tell me about a time you went above and beyond for a client/employee and what was the outcome?
2. What would you do if you were on the register on a busy day and a guest came to you complaining that they could not find the item they wanted?
3. Name a time you had a conflict? What did you do and what was the outcome?
4. Was there a time that you did not get along with someone and what did you do to handle it?
5. Tell me about a time when you realized you made a mistake.
6. Tell me about a time when you delivered great customer service.
7. Tell me about a time when you had to complete multiple tasks in a short period of time.
8. Describe a time when you had a difficult decision to make.
9. Tell me about a time you met the customer's expectations.
10. Tell me about a time you worked as a team and what did you accomplish.
11. Describe a time you had to do something you were not familiar with and succeeded.
12. If your foot was in the customer's shoes what would you expect from the associate?
13. Explain a time when you had to help a friend or a stranger in a work area where you had no previous experience and you had to meet a deadline. What was the situation, who were the people involved, what were the people's role, what was your role, how did you solve the situation, and what was the outcome?
14. Tell about me about a time when you went out of your way to help someone. What happened and what was the outcome?
15. Why do you want to work for us?