HOURLY INTERVIEW
Rev. 06-02-06

Why use an interview form, one that is behaviorally based?
How many people do you replace every year? How much time does it take to interview, orient, and train each of them? A lot of your time! So its worth it to invest the time up front and use tools that help you select the right person for the job, whether a new hire or promotion. The better the decision, the less chance that you will be recruiting for the same position 6 months from now.

<table>
<thead>
<tr>
<th>Features</th>
<th>Benefits</th>
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<tbody>
<tr>
<td>Aligned with our Vision &amp; Values</td>
<td>All working towards the same things – “CAN DO”, Embrace Diversity, Share Success, Passion for Quality, and Wins Through Teamwork</td>
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<td>Gives alternate questions to ask</td>
<td>Provides you and a second interviewer with different sets of questions to measure the same areas</td>
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<td>Standardized format</td>
<td>One form can be used for all hourly positions to make hiring and promotion decisions</td>
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<td>Saves time</td>
<td>You don’t have to create an interview for each position; serves as an outline to keep you anchored to achieve interview objectives - gather information to determine if the person can do the job</td>
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<td>In Word format</td>
<td>Can be revised to accommodate special situations or make ity job specific</td>
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<td>Behavior-based</td>
<td>You can focus on what the person DOES, how they go about getting the job done</td>
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<td>Simple 1-5 rating scale</td>
<td>Consistent rating scale for multiple interviewers</td>
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Keys to a Successful Interview

- Schedule the interview in advance, and a location free from interruptions. (Schedule at least 30 minutes)
- Select, in advance, 1-2 questions from each area that you will ask. (The second interviewer selects a different question in each area.)
- Introduce yourself and explain your role, then explain the purpose of the interview.
- Use the interview form as a guide or outline to maintain control of the process.
- If the applicant is to general in their responses to questions, probe to get a specific example, until you have enough information that you believe it happened.
- Let the applicant do most of the talking, then you can do most of the listening. (80-20 Rule)
- Give the applicant a chance to ask questions.
- Provide information about pay, uniforms, hours, etc. and tell the person that references will be checked.
- Following the interview allow the applicant to read and sign the job description to meet ADA requirements. (This is the person’s opportunity to review the essential functions and identify any s/he is unable to perform.)
- Close the interview and tell the applicant when you will contact him/her or when s/he should contact you.
- Thank the applicant for taking the time to come to the interview.
- Immediately finish filling out the interview form while the meeting is fresh in your mind.

Other Resources

1. Attend the More Than A Gut Feeling – Interviewing Skills training class and/or the Human Resources Development Series training program. Sign up by going to RealOpportunities.com – in the Learn & Grow section, select Training & Development and it will take you right to the site that lists all of the training resources available with Compass. Or click http://training.compass-usa.com/
3. Profile, One Step Survey, and Customer Service Assessments
4. Contact your Human Resources Director or Representative.