

← Amazon Leadership Principles Interview Guide

Principle	Question	Story	TODO
Customer Obsession	Who was your most difficult customer?		
Customer Obsession	Give me an example of a time when you did not meet a client's expectations. What happened, and how did you attempt to rectify the situation?		
Customer Obsession	Tell the story of the last time you had to apologize to someone.		
Customer Obsession	When you're working with a large number of customers, it's tricky to deliver excellent service to them all. How do you go about prioritizing your customers' needs?		
Ownership	Tell me about a time when you had to leave a task unfinished.		
Ownership	Tell me about a time when you had to work on a project with unclear responsibilities.		
Invent and Simplify	Tell me about a time when you gave a simple solution to a complex problem.		
Invent and Simplify	Tell me about a time when you invented something.		
Are Right, a lot	Tell me about a time when you were wrong.		
Are Right, a lot	Tell me about a time when you had to work with incomplete data or information.		
Learn and be curious	Tell me about a time when you influenced a change by only asking questions.		
Learn and be curious	Tell me about a time when you solved a problem through just superior knowledge or observation.		
Hire and develop the best	Tell me about a time when you mentored someone.		
Hire and develop the best	Tell me about a time when you made a wrong hire. When did you figure it out and what did you do?		

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Insist on the highest standards	Tell me about a time when a team member didn't meet your expectations on a project.		
Insist on the highest standards	Tell me about your best manager		
Think Big	Tell me about your proudest professional achievement.		
Think Big	Tell me about a time when you went way beyond the scope of the project and delivered.		
Bias for action	Tell me a time when you exceeded expectations		
Bias for action	Tell me about a time when you took a calculated risk.		
Bias for action	Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?		
Frugality	Tell me about a time when you had to work with limited time or resources.		
Earn Trust	What would you do if you found out that your closest friend at work was stealing?		
Earn Trust	Tell me about a time when you had to tell someone a harsh truth.		
Earn Trust	Tell me a time you were having a problem with a colleague		
Dive Deep	Give me two examples of when you did more than what was required in any job experience.		
Dive Deep	Tell me about something that you learned recently in your role.		
Have a backbone, disagree, and commit	Tell me about a time when you did not accept the status quo.		
Have a backbone, disagree, and commit	Tell me about an unpopular decision of yours.		
Have a backbone, disagree, and commit	Tell me about a time when you had to step up and disagree with a team member's approach.		
Have a backbone, disagree, and commit	If your direct manager was instructing you to do something you disagreed with, how would you handle it?		
Deliver Results	By providing an example, tell me when you have had to handle a variety of assignments. Describe the results.		
Deliver Results	What is the most difficult situation you have ever faced in		

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	Deliver Results	through a project, and you had to pivot strategy—how were you able to make that into a success story?		
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