



## PRE-INTERVIEW PREPARATION:

- Review the Job Description: Understand the required skills, qualifications, and key responsibilities.
- Ensure that you have reviewed the candidates' resume if provided and pre-select the questions within this guide that gain the most incite from their history.
- Identify Key Competencies: Determine the core competencies necessary for success in the role.  
Below are a few things to keep in mind when selecting your initial and follow-up questions
  - Can they break down complex information in a way that can be understood by a customer?
  - Would they maintain a friendly and respectful attitude with customers and co-workers?
  - Are they accurate with data and information in a fast-paced environment?
  - Can they work in various environments including weather conditions, hot engine components, and lubricants?
  - Do they enjoy speaking to customers?

## INTERVIEW:

- Begin with introductions and offer a bottle of water. It will provide an example of how we begin our interactions with our customers, and it is polite.
- Provide an overview of the interview process. Be upfront by informing them that you are asking for specifics that include what the situation was, how did they handle it, and what was the outcome. Not answers that tell you what they "would" do.
- Choose a minimum of two questions per section depending on the follow-up question quantity.
- Utilize the notes sections to keep details that will assist you with follow-up questions and incites that will assist with your decision-making.
- Score each section appropriately utilizing the Unsatisfactory-Exceptional method.

## POST-INTERVIEW

- Review/update notes including the overall score and next steps
- If you choose not to hire the candidate disposition them appropriately in Workday. If you are moving forward with the hiring process refer to the instructions provided on the last page of the interview guide.

## ON-BOARDING PROCESS

- Go to actions Tab and select Move Candidate
- Select Shop Offer
- Complete the Shop offer and select submit
- Inform the District Manager that the submission is pending their approval.
- Once approved by the District Manager, the Shop Manager will have the ability to generate the offer letter
- After selecting submit, the offer is generated and sent to the candidate.
- The candidate will be directed to create an account via the link provided in the email received from Driven Brands
- Once the candidate accepts the offer, fills out required tasks including accepting permission for Take 5 Oil Change to perform a background check, they will receive a notification that no further action is required
- The candidate will receive an email alerting them that their I-9 verification is needed.
- The candidate will complete the form, including the required documents verifying employment eligibility. Once they select verify on the send for verification tab, it will alert the Store Manager to verify the documents.

# Interview Guide: Lube Tech



Interviewer: \_\_\_\_\_

Date: \_\_\_\_\_

Candidate: \_\_\_\_\_

Total Score: \_\_\_\_\_

QUESTIONS	NOTES
<ul style="list-style-type: none"> <li>• How familiar are you with who we are and what we do?</li> <li>• This position requires some experience with POS systems. Can you share some details about any POS systems that you might have used in the past?</li> <li>• What motivates you at work?</li> <li>• What is your availability?</li> </ul>	

Behavior Questions: Choose 1-2 questions in each Value category and score the candidate's response 1-5.

1 - Unsatisfactory	2 - Less than Satisfactory	3 - Satisfactory	4 - More than Satisfactory	5 - Exceptional
Responses missed the point, did not indicate proficiency; or could not provide example	Examples were given, but they were not relevant or transferrable	Provided satisfactory examples that contain elements of the competency and meets the minimum requirements	Examples were specific, relevant and recent; had a positive impact on performance, colleagues and/or the organization	Provided exceptional examples described in #4; demonstrated competency better than the best of current team

VALUE	RATING / SCORE	ASSESSMENT
Bold: We encourage calculated risk-taking and the courage to overcome challenges that others shy away from.	1    2    3    4    5	<ul style="list-style-type: none"> <li>• What are your priorities and expectations for joining Take 5 Oil Change?</li> <li>• Tell me about a time you had a difficult conversation with a customer, peer or supervisor? How did you handle it?</li> <li>• Describe a situation where you were given a task that you had trouble completing.</li> </ul>

Notes:

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VALUE	RATING / SCORE	ASSESSMENT
Meritocracy: We reward results and performance, not just hard work. People will grow and be rewarded based on results.	1    2    3    4    5	<ul style="list-style-type: none"><li>• Tell me about a time when you worked very hard to complete a project. Did the outcome meet your expectations?</li><li>• Tell me about a time you did something because it needed to be done, even though it was not your responsibility</li><li>• Take 5 prides itself on promoting from within our organization. Do you have any interest in pursuing higher levels of management should they become available?</li></ul>
Notes:		
Integrity: Whether dealing with Franchisees, employees, shareholders or suppliers, integrity is important in everything we do.	1    2    3    4    5	<ul style="list-style-type: none"><li>• Tell me about a time when someone you were working with wanted to go in a direction that you did not believe was the right thing for the customer. What did you do?</li><li>• Does your previous work history include customer service or sales experience? If so, what are some ways you have gone above and beyond for a customer?</li><li>• What would you do if you encountered an unsafe condition in the shop or found a teammate working in an unsafe environment?</li></ul>
Notes:		

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VALUE	RATING / SCORE	ASSESSMENT
Inclusive: We are a culture that fosters teamwork and diversity of thought.	1    2    3    4    5	<ul style="list-style-type: none"><li>Give an example of how you contribute to a team to reach a goal with coworkers. What was your role?</li><li>Name three strengths in your personality that you feel set you apart from other candidates we are interviewing for this position.</li><li>We talked about some of your strengths, are there any areas you would like to improve in?</li></ul>
Notes:		
Fun: We work hard, celebrate our successes and never forget to thank people.	1    2    3    4    5	<ul style="list-style-type: none"><li>How do you recognize your coworkers/peers for their hard work and dedication?</li><li>In working with coworkers/peers on projects, which role do you normally assume?</li><li>How do you maintain a positive attitude in a high paced stressful work environment?</li></ul>
Notes:		
Overall Notes:		