

GOLD'S GYM

Values Interview Guide

Independently Owned & Operated by
 [Insert your business name here]

Candidate Name:		Rating Scale
Interviewer:		Does not show characteristics aligned w/ Culture, Mission, Values 1 Somewhat aligns with Culture, Mission, Values 2 Aligns – Hire this person NOW! 3
ATTITUDE		
<ul style="list-style-type: none"> - Exhibits passion and excitement for their work - Positive, cheerful, high sense of urgency - Optimistic through ups & downs, bounces back undaunted - Seeks growth opportunities, self-motivated. Looking for ways to develop expertise or gain new skills/knowledge - Energizes internal and external customers 		<ul style="list-style-type: none"> ➤ Describe your dream job. ➤ Why do you want to work for Gold's? ➤ Tell me a time when you went above and beyond to make a customer happy. ➤ Changed a negative situation to a positive? ➤ How did you resolve an issue with a customer or co-worker?
NOTES:		
SCORE:		
TEAMWORK		
<ul style="list-style-type: none"> - Within team, fulfills own role, counted on. Steps up to celebrate, support, challenge as appropriate - Skilled at training, coaching and instructing specific tasks and professional development - Delegates and assigns tasks to challenge/stretch individual skills and engage team members - Constructively assess development needs. Communicates with team members to understand career aspirations/motivation - Aware of and supportive of developmental goals and needs of organization and team members 		<ul style="list-style-type: none"> ➤ What 3 Characteristics do you look for when you hire? ➤ How do you recognize someone with potential? ➤ Tell me about someone you helped mentor ➤ What feedback did you give them to get to the next step in their career? ➤ Which team accomplishment, in any aspect of your life, are you most proud of?
NOTES:		
SCORE:		
JUDGEMENT		
<ul style="list-style-type: none"> - Consistently makes good decisions; considers context appropriately - Bases decisions on facts and business acumen - Makes timely decisions. Recognizes ambiguity and is able to take action - Seeks collaboration in decision making when appropriate - Customers' needs and concerns are a Priority. Responds quickly - Defines success from customer's viewpoint - Known for being the "go to" person to get stuff done 		<ul style="list-style-type: none"> ➤ What are your top 3 personal values? ➤ Tell me a time when you had to make a difficult decision at work. ➤ Describe a difficult customer issue – what was the outcome? ➤ How do you know when your customers are happy or unhappy? ➤ Give me an example of collaborating with a team member to make a decision. ➤ How do you go about making decisions? (Look for collaboration, assessing from multiple perspectives, considering context, considering short and long term implications.)
NOTES:		
SCORE:		
RESULTS		
<ul style="list-style-type: none"> - Quickly zeros in on critical few, follows through to completion - Committed to goals. Consistently delivers results. Holds self and others accountable for performance - Leads by example. Demonstrates personal initiative, driven, motivated. Action and results oriented - Able to handle high volume workload; adjusts to achieve results - Risk-taker when warranted; perseveres, undaunted by obstacles - Maintains productivity despite change - Produces and drives for excellence and results 		<ul style="list-style-type: none"> ➤ Do you know your club/region etc. metrics? (i.e. customer service scores, same club sales, quarterly sales) ➤ What is your greatest accomplishment this year? ➤ What is your goal for your team? ➤ Tell me about a risk you took related to your position – what was the outcome? ➤ Do you have experience in dealing with a changing organization? ➤ Give an example of struggling performance that you were a part of turning around.
NOTES:		
SCORE:		