

Candidate Name:		<b>Rating Scale</b> Does not show characteristics aligned w/ Culture, Mission, Values 1 Somewhat aligns with Culture, Mission, Values 2 Aligns – Hire this person NOW! 3
Interviewer:		

### ATTITUDE

<ul style="list-style-type: none"> <li>- Exhibits passion and excitement for their work</li> <li>- Positive, cheerful, high sense of urgency</li> <li>- Optimistic through ups &amp; downs, bounces back undaunted</li> <li>- Seeks growth opportunities, self-motivated. Looking for ways to develop expertise or gain new skills/knowledge</li> <li>- Energizes internal and external customers</li> </ul>	<ul style="list-style-type: none"> <li>➤ Describe your dream job.</li> <li>➤ Why do you want to work for Gold's?</li> <li>➤ Tell me a time when you went above and beyond to make a customer happy.</li> <li>➤ Changed a negative situation to a positive?</li> <li>➤ How did you resolve an issue with a customer or co-worker?</li> </ul>
NOTES:	
SCORE:	

### TEAMWORK

<ul style="list-style-type: none"> <li>- Within team, fulfills own role, counted on. Steps up to celebrate, support, challenge as appropriate</li> <li>- Skilled at training, coaching and instructing specific tasks and professional development</li> <li>- Delegates and assigns tasks to challenge/stretch individual skills and engage team members</li> <li>- Constructively assess development needs. Communicates with team members to understand career aspirations/motivation</li> <li>- Aware of and supportive of developmental goals and needs of organization and team members</li> </ul>	<ul style="list-style-type: none"> <li>➤ What 3 Characteristics do you look for when you hire?</li> <li>➤ How do you recognize someone with potential?</li> <li>➤ Tell me about someone you helped mentor</li> <li>➤ What feedback did you give them to get to the next step in their career?</li> <li>➤ Which team accomplishment, in any aspect of your life, are you most proud of?</li> </ul>
NOTES:	
SCORE:	

### JUDGEMENT

<ul style="list-style-type: none"> <li>- Consistently makes good decisions; considers context appropriately</li> <li>- Bases decisions on facts and business acumen</li> <li>- Makes timely decisions. Recognizes ambiguity and is able to take action</li> <li>- Seeks collaboration in decision making when appropriate</li> <li>- Customers' needs and concerns are a Priority. Responds quickly</li> <li>- Defines success from customer's viewpoint</li> <li>- Known for being the "go to" person to get stuff done</li> </ul>	<ul style="list-style-type: none"> <li>➤ What are your top 3 personal values?</li> <li>➤ Tell me a time when you had to make a difficult decision at work.</li> <li>➤ Describe a difficult customer issue – what was the outcome?</li> <li>➤ How do you know when your customers are happy or unhappy?</li> <li>➤ Give me an example of collaborating with a team member to make a decision.</li> <li>➤ How do you go about making decisions? (Look for collaboration, assessing from multiple perspectives, considering context, considering short and long term implications.)</li> </ul>
NOTES:	
SCORE:	

### RESULTS

<ul style="list-style-type: none"> <li>- Quickly zeros in on critical few, follows through to completion</li> <li>- Committed to goals. Consistently delivers results. Holds self and others accountable for performance</li> <li>- Leads by example. Demonstrates personal initiative, driven, motivated. Action and results oriented</li> <li>- Able to handle high volume workload; adjusts to achieve results</li> <li>- Risk-taker when warranted; perseveres, undaunted by obstacles</li> <li>- Maintains productivity despite change</li> <li>- Produces and drives for excellence and results</li> </ul>	<ul style="list-style-type: none"> <li>➤ Do you know your club/region etc. metrics? (i.e. customer service scores, same club sales, quarterly sales)</li> <li>➤ What is your greatest accomplishment this year?</li> <li>➤ What is your goal for your team?</li> <li>➤ Tell me about a risk you took related to your position – what was the outcome?</li> <li>➤ Do you have experience in dealing with a changing organization?</li> <li>➤ Give an example of struggling performance that you were a part of turning around.</li> </ul>
NOTES:	
SCORE:	