

MITSUKOSHI MOTORS PHILIPPINES, INC.		
POLICY AND PROCEDURE		
POLICY TITLE :	BEHAVIORAL INTERVIEW	Ref. No.
DEPARTMENT :	HUMAN RESOURCES DEPARTMENT	HRD-16-01-003
TO :	BRANCH MANAGER, AREA MANAGER, REGIONAL MANAGER	JANUARY 05, 2016

OBJECTIVE:

1. To provide standard guidelines to objectively interview applicant's as part of the screening process.
2. To validate applicant's competencies and suitability for the vacant position.
3. To ensure standard and objective means of assessing applicants during interview.

POLICIES:

1. Every applicant must undergo initial and final interview through Behavioral Interviewing.
2. The Behavioral Interview Sheet will only be used by:
 - 2.1. Hiring Managers (Branch Manager, Area Manager, Regional Manager)
 - 2.2. Recruitment Specialists
 - 2.3. Department Heads, Executive Officer
3. Interview will be done once the applicant passed the MMPI Online Examination.
4. No Behavioral Interview Sheet(BIS) No Deployment- This is a standard requirement that all applicants should pass the standard screening process prior hiring. Without the completely filled out BIS indicating that the applicant passed the screening scoring, no hiring will be allowed.

PROCEDURES:

1. Once the applicant passed the exam. He/she will proceed for initial screening.
 - 1.1 **For Rank and File position-** the Branch Manager/ HR Associate will do the initial screening and if BM/ HR Associate finds the applicant fitted for the position, the applicant should be scheduled for Final screening with the immediate supervisor (Area Manager/ Department Heads).
 - 1.2 **For Managerial Position** - Once the applicant passed the exam, the Area Manager will do the initial screening and if AM finds the applicant fitted for the position, the applicant should be scheduled for Final Screening with the immediate supervisor (Regional Manager/HR Manager)

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2. Branch Manager

2.1 Review the resume of applicant and take note of basic qualifications and relevant experience that the applicant would fit for the vacant position. Kindly consider the following:

- 2.1.1 Educational Background- At least a Four Year Business Related Course (except for Branch Mechanic Position)
- 2.1.2 Work Experience- with experience in similar or retail industry or credit and collection is an advantage.
- 2.1.3 Critical Skills and General Appearance

3. Behavioral Interview Form Explanation (SEE ANNEX A)

- 3.1 PART 1 – Verification of Character, Capacity, Collateral and Condition
- 3.2 PART 2 – Interview Proper using Behavioral Interview Questions
- 3.3 PART 3 – Feedback Checklist

4. Each part should be rated accordingly as based on the following guidelines:

- 4.1 Poor
- 4.2 Satisfactory
- 4.3 Outstanding

5. Part 1-Verification

5.1 Branch Manager should ask basic information about the applicant based on the guidelines and criteria stated in the behavioral interview form.

5.2 Rate the applicant (see rating on procedure 4) based on the corresponding qualifications that would best fit to the applicant's personal background.

5.3 Add the total ratings divided by 10 to know the risk of hiring each candidate.

- 5.3.1 If the score ranges from 1 to 1.99, the chance to hire the candidate is on a high risk.
- 5.3.2 If the score falls from 2 to 2.5, the chance to hire the candidate is on a medium risk.
- 5.3.3 If the score falls to 2.6- 3, the chance to hire the candidate is on a low risk which means that the candidate can be a good fit for the position.

5.4 If the rating in part 1 indicates high risk of hiring, the application of the applicant will automatically declined/disapproved. Meaning, the applicant will not anymore proceed to the next step even he/she passed the MMPI Online Examination.

5.5 If the rating indicates medium or low risk of hiring, the applicant can proceed to the next part of the interview process (Part 2 and 3).

6 For Part 2-Behavioral Interview

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6.1 Branch Manager should ask for Questions based from previous work experience that would bring out the applicants':

- 6.1.1 Integrity
- 6.1.2 Quality
- 6.1.3 Conflict Management
- 6.1.4 Commitment
- 6.1.5 Results- Oriented

- 7 As the interview goes, the interviewer can jot some notes as reference of his/her assessment.
- 8 For Part 3, the initial interviewer will give feedback to the performance of the applicant during the interview. Ratings will be given based on:
 - 8.1 Ideas and Content
 - 8.2 Organization
 - 8.3 Language
 - 8.4 Delivery
- 9 The initial interviewer must write his/her overall assessment on the lower part of the interview form, put signature over printed name and date.
- 10 Once the applicant had passed the initial screening, he/she will proceed to the final interview.
- 11 The initial interviewer will endorse the Interview form to the Final Interviewer and schedule the applicant to the Final screening.

12 Area Manager

- 12.1 Part 2, 3 should be accomplished by Final Interviewer. Same procedure with #6 but this time, the final interviewer should dig deeper to the questions to know the skills of the candidate. As the interview goes, the final interviewer can jot some notes as reference of his/her assessment.
- 12.2 Ask for the candidate's availability to join the company, expected salary and desired branch assignment/department. (see lower part of Interview Form)
- 12.3 Assess the candidate by filling-out the Interview Rating Summary by:
 - 12.3.1 Indicate the Applicant's Profile Score (Part 1)
 - 12.3.2 Get the average of the Behavioral Skills by the dividing the sum of the initial and final interview ratings by 2 (Part 2)
 - 12.3.3 Get the average of the feedback checklist by dividing the sum of the initial and final interview ratings by 2 (Part 3)
 - 12.3.4 After getting the ratings on Part 1, 2 and 3, add all of it divided by 3 to get the final ratings.

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- 12.3.5 The final interviewer will write his/her overall assessment on the lower part of the Interview Form, put signature over printed name and date.
- 12.3.6 After the interview's done, the Interview Form will be forwarded to HR Recruitment via recruitment@mitsukoshimotrs.com/
rieanne.maaba@mitsukoshimotrs.com and the applicant will be subjected for Background Check.

ANNEX A



INTERVIEW FORM

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Name of Applicant		Interview Date:	
Position Applied		Source:	

PART I. VERIFICATION (To be filled out by the Initial Interviewer) Assess the applicant based on factual data gathered in this verification. Read each category and write the actual rating.						
CRITERIA	GUIDELINES	1- POOR	2- SATISFACTORY	3- OUTSTANDING	RATING	REMARKS
Character	Educational Background	2 Year Course or College Level of any Course	BS Degree (any 4-year course) *Except for Branch Mechanic	BS Degree (Business Related course) *Except for Branch Mechanic		
	Work Experience	With Experience but less than 1 year from previous employers	Fresh Graduate, Business Related Course and Good Academic Records.	With related experience and minimum of 1 year experience from previous employers		
	Age	Rank & File More Than 30 Yrs Old	Rank & File Between 25-29 Yrs Old	Rank & File Between 20-24 Yrs Old		
	Marital Status	Single: With more than 2 dependents Married: Spouse has no source of income	Single: With 1-2 Dependents Married: Spouse has contractual or part time source of income	Single: with no Dependents Married: Spouse has stable source of income		
	On alcoholic beverage & smoking	4 or more Bottles of Beer (Drunkard) Smokes 20-10 sticks/day	1-3 Bottles of Beer Smokes 2-5 sticks/day	Does not drink any alcoholic beverages Never smoke nor attempt to smoke		
	Physical Characteristics	w/ excess body piercing and tattoos in the body	No tattoo but with excess body piercing in any part of the body	Well- groomed and pleasant looking		
Capacity	Dependents	With more than 2 Dependents	With 1-2 Dependents	No Dependents		
Collateral	Residence	No permanent Address, Squatters Area/Blacklisted Area	Apartment/Used Free with minimum of 1 year residence in the area	Owned Residence/Residence Since birth. -Motorcycle/Car is a plus provided not under loan.		
Condition	Travel Time	More than 1 Hour Travel or needs relocation from residence to workplace	More than 30 Minutes to 1 hour Travel from residence to workplace	Less than 30 minutes Travel from residence to workplace(v.v.)		
	Health Condition	With serious or contagious illness. Highly obese/Overweight or underweight	With no serious or contagious illness Slightly obese/overweight or underweight	Physically Fit With no signs of impairment		
TOTAL: (ADD ALL RATING /10)						Rating Remarks: (HIGH, MEDIUM, LOW RISK)
1-1.99 HIGH RISK		2 to 2.5 MEDIUM RISK		2.6 to 3 LOW RISK		

PART II. BEHAVIORAL INTERVIEW INSTRUCTION: (To be filled out by the Initial Interviewer and Final Interviewer)								
Assess the candidate based on the standard critical skills description listed below. For every critical skill being probed, assign a specific rating based on the rating guide provided below.								
RATING GUIDE		Poor 1	Satisfactory 2	Outstanding 3	NOTES			
Critical Skills	Description				INITIAL INTERVIEW (BM/ Recruitment Specialist)	RATING	FINAL INTERVIEW (AM/RM)	RATING
1	Integrity	On occasion we are confronted by dishonesty in the workplace. Tell about such an occurrence and how you handled it.						
2	Quality	Think of a time you delivered a quality product even though you were extremely busy. How did you ensure a quality outcome?						
3	Conflict Management	You are on the phone with another department resolving a problem. The intercom pages you to pick up a customer on hold. At the same time, your manager returns your monthly report with red pen markings and demands the corrections within the hour. What do you do?						
4	Commitment	You found that you are not well compensated by the company you were working with. How will you act on this?						
5	Action/ Result-Oriented	Tell me about the last time you were able to get everything done before work day ended.						
TOTAL RATING								

PART III. FEEDBACK CHECKLIST (To be filled in by Initial Interviewer and Final Interviewer.) Give an appropriate score in each sub- category.							
1- POOR	2- SATISFACTORY	3- OUTSTANDING	NOTES				
CATEGORY			INITIAL INTERVIEWER	RATING	FINAL INTERVIEWER	RATING	
IDEAS AND CONTENT (Applicant had shown thoughtful responses to questions)							
ORGANIZATION (Resume is presentable; Order of Ideas is clear, specific and not repetitive; Introduces self appropriately)							
LANGUAGE (Word choice is clear, specific and professional in tone; Grammatically correct; Avoids filler like "uhm", "ah")							
DELIVERY (Applicant is corporate looking and well-groomed; Shows confidence and poise; Good eye-contact during the interview)							
TOTAL RATING							
INTERVIEW RATING SUMMARY (To be accomplished by Final Interviewer)							
PART 1: Applicant's Profile Score							
PART 2: Average Behavioral Skills Score (*Sum of the ratings from Initial and Final Interview/ 2)							
PART 3: Average Feedback Checklist (*Sum of the ratings from Initial and Final Interview/ 2)							
			TOTAL/3				
OVERALL REMARKS			Target Date of Deployment				
			Branch Assignment				
			Expected Salary				
NAME OF INITIAL INTERVIEWER & SIGNATURE:			NAME OF FINAL INTERVIEWER & SIGNATURE:			<input type="checkbox"/> Recommended (7-10) <input type="checkbox"/> For Active File (5.1- 6.9) <input type="checkbox"/> Not Recommended (3.3- 5)	

VERIFIED BY (NAME & SIGNATURE OF HR ASSOCIATE/ DATE):

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