

5 Questions That Make It Easy To Hire the Best Hourly Employees

How Screening Interviews Improve Your Hiring and Restaurant Culture



Restaurant OWNER.com

How to Hire the Best

Hiring has a powerful effect on your restaurant

- Employee performance
- Staff problems
- Culture
- Employee experience
- Guest experience



How to Hire the Best

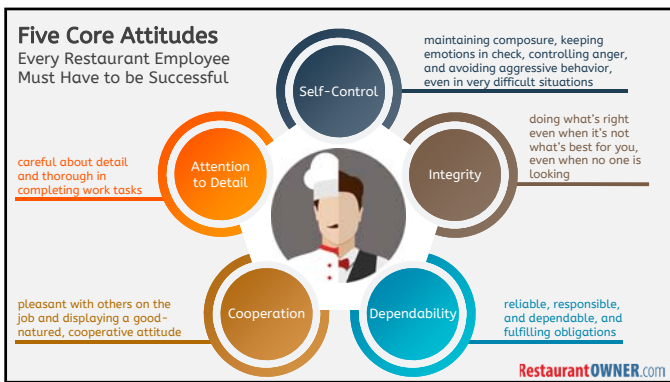
Webinar Overview

1. Five Core Attitudes
2. How to Measure These Attitudes
3. How to Strategically Staff

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What You Will Learn:

- The five attitudes that every restaurant employee needs
- How these core attitudes affect your restaurant culture
- Key interview questions designed to assess each attitude
- How to use these core attitudes and others to strategically staff your restaurant with the best people in your area



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Data Driven Attitudes

- US Dept. of Labor data
- Specific to the restaurant industry
- Identified common attitudes across all restaurant jobs, concepts, cities, and states

NUM	ORDER	Type	Knowledge	De	PRE	Q
1	50	3 A	General Reasoning	The ability to		100
2	76	4 W	Attention to Detail	Job requires		100
3	78	4 W	Cooperation	Job requires		100
4	79	4 W	Dependability	Job requires		100
5	83	4 W	Integrity	Job requires		100
6	86	4 W	Self Control	Job requires		100
7	15	2 G	Giving full atten			94
8	58	3 A	Oral Comprehension	The ability to		94
9	64	3 A	Speech Recognition	The ability to		94
10	68	4 W	Stress Tolerance	Job requires		94
11	59	3 A	Oral Expression	The ability to		89
12	61	3 A	Problem Sensitivity	The ability to		89
13	74	4 W	Adaptability/Flexibility	Job requires		89
14	77	4 W	Concern for Others	Job requires		89
15	61	4 W	Initiative	Job requires		89
16	87	4 W	Social Orientation	Job requires		89
17	51	3 A	Information Ordering	The ability to		83
18	84	4 W	Leadership	Job requires		83
19	8	1 K	English Language	Knowledge of		78



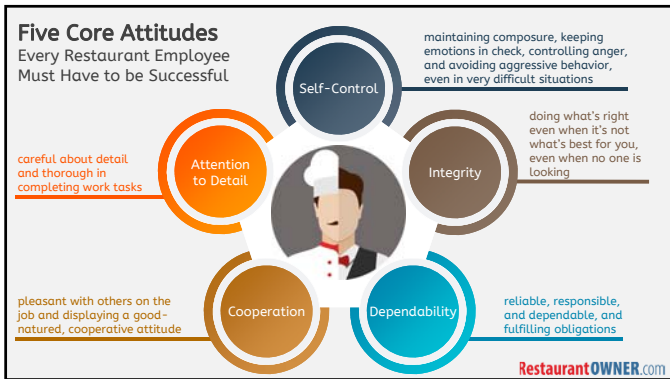
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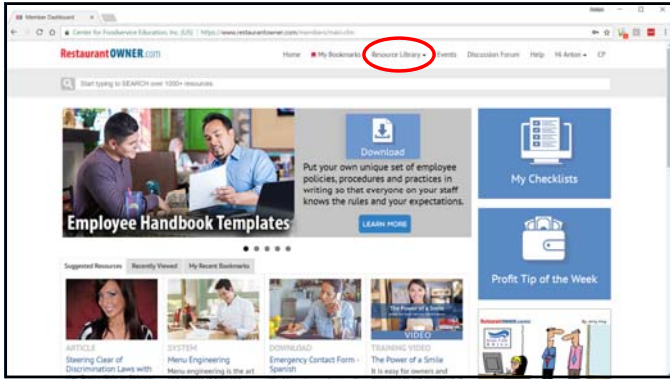
What do these attitudes have in common?

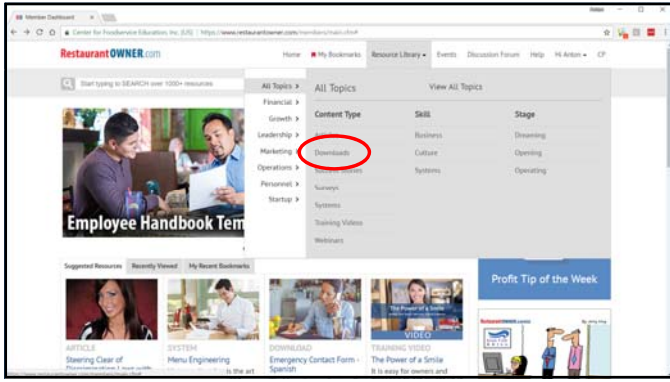
- Difficult to train

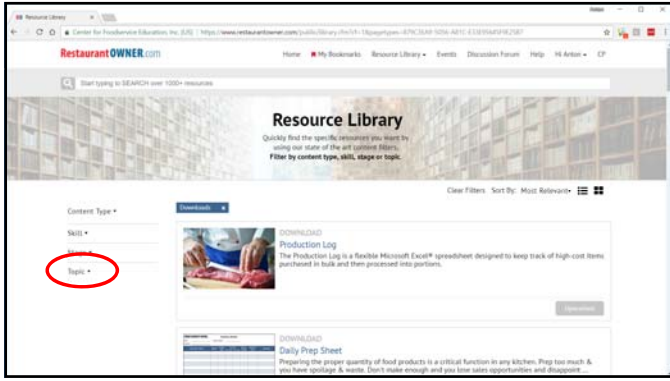
How do you use these?

- Hire what's hard to train
- Train what's is easiest to train
- Hire for attitude and character









Introduction

Conversation starters:

- o How has your day/week been so far?
- o Have you ever dined at our restaurant?
- o Not including our restaurant, where are your favorite places to dine out?
- o What is your most memorable restaurant experience?
- o What did you do to prepare for today?

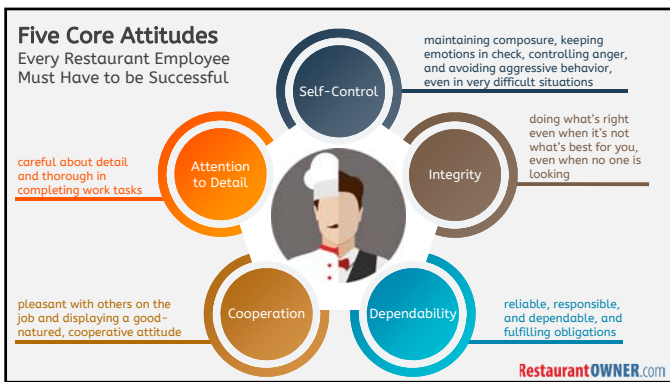
Interview Process Overview

Let me talk to you a little bit about what we're going to do today. As you know, this is an interview. I'm going to ask you a series of questions. After each question, I'm going to give you an opportunity to answer the question. Once you've answered the question, I'm going to move on to the next question until I've asked all of my questions. If any question isn't clear, please ask me to clarify. And if I don't understand an answer, I'll do the same. Once we're finished with my questions, I'll give you an opportunity to ask any questions you may have.

During the interview, I will be reading from a script. This helps me to remember the questions, and keeps me on track. Just to let you know, I may also take some notes to help me remember what you've said. So if I pause for a minute after you answer a question, that's what I'm doing.

Do you have any questions about anything I've just shared?

If you're ready, let's begin:



5. Self-Control—maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations

Question: Describe the worst customer you have ever experienced. How did you deal with that customer?

Notes:

Rating	Example Answer
⑤ High Pass	Maintained complete control of emotions, and demonstrated effective customer service.
④ Pass	Maintained control of emotions with effort, and demonstrated effective customer service.
③ Marginal Fail	Maintained only limited control of emotions, and/or demonstrated ineffective customer service.
② Fail	Lost control of emotions, and/or demonstrated poor customer service.

4. Integrity—doing what is right even when it is not what is best for you, even when no one is looking

Question: Describe a significant ethical challenge you have faced on the job. What was the outcome and how did you arrive at that outcome?

Notes:

Rating	Example Answer
③ High Pass	Has a clear understanding of what is ethical; had no trouble recognizing and taking the appropriate action.
② Pass	Has a reasonable understanding of what is ethical; had no trouble recognizing and taking the appropriate action.
① Marginal Fail	Has a reasonable understanding of what is ethical; had some difficulty recognizing and taking the appropriate action.
④ Fail	Does not understand what is ethical; had difficulty recognizing and taking the appropriate action.

3. Dependability—reliable, responsible, and dependable, and fulfilling obligations

Question: Tell me about a task or job you had to complete where you encountered unexpected hurdles. How did you handle the situation, and were you able to complete the task or job?

Notes:

Rating	Example Answer
③ High Pass	Anticipated unforeseen hurdles and made accommodations to not delay or affect work.
② Pass	Made accommodations to not delay or affect work.
① Marginal Fail	Made minimal accommodations and allowed hurdles to delay or affect work.
④ Fail	Made no accommodations and allowed hurdles to delay or affect work.

2. Cooperation—pleasant with others on the job and displaying a good-natured, cooperative attitude

Question: Describe a time when you had to work with an uncooperative employee to complete a task. How did you manage working with that coworker, and what was the outcome?

Notes:

Rating	Example Answer
③ High Pass	Recognized the need to cooperate and attempted to establish a cooperative relationship with the uncooperative employee.
② Pass	Attempted to establish a cooperative relationship with the uncooperative employee.
① Marginal Fail	Minimized interaction with the uncooperative employee.
④ Fail	Avoided working with or refused to work with the uncooperative employee.

1. Attention to Detail—careful about detail and thorough in completing work tasks

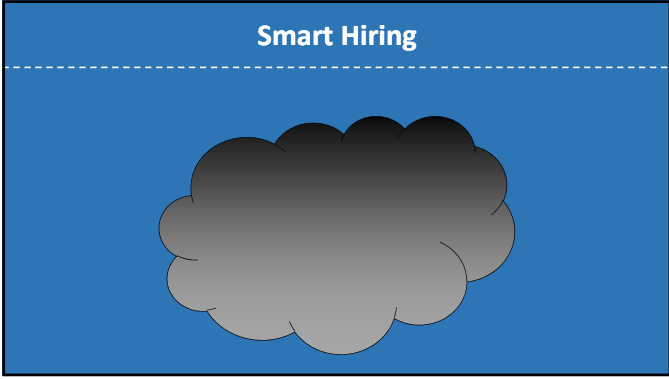
Question: Tell me about a time when you found it necessary to be precise in order to complete a task. What was the outcome?

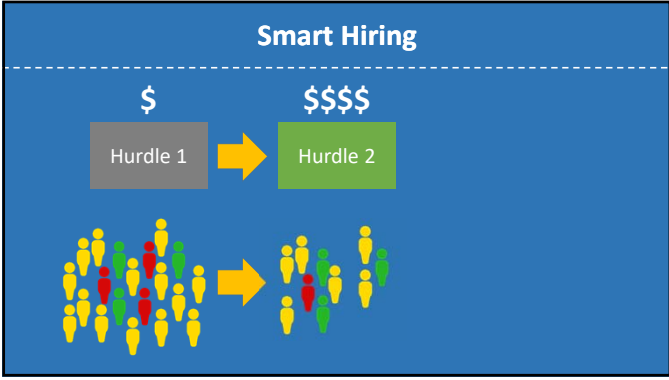
Notes:

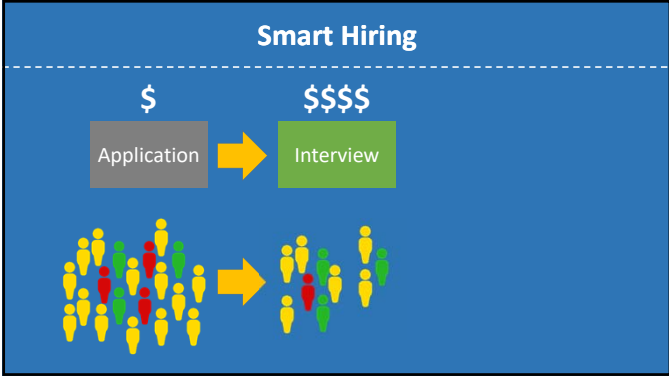
Rating	Example Answer
ⓐ High Pass	Aware of the importance of detail orientation and very careful about detail.
ⓑ Pass	Careful about detail.
ⓒ Marginal Fail	Somewhat careful about detail.
ⓓ Fail	Only slightly careful about detail.

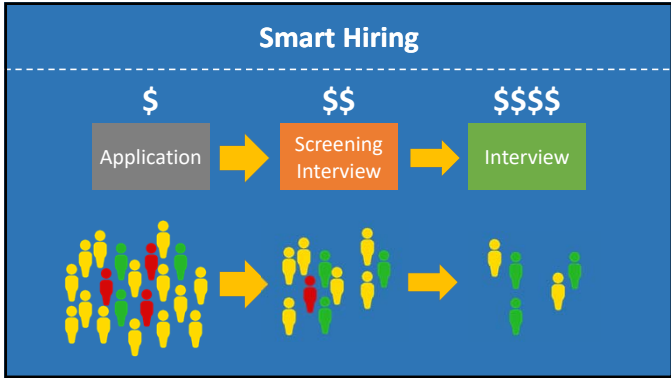


Smart Hiring

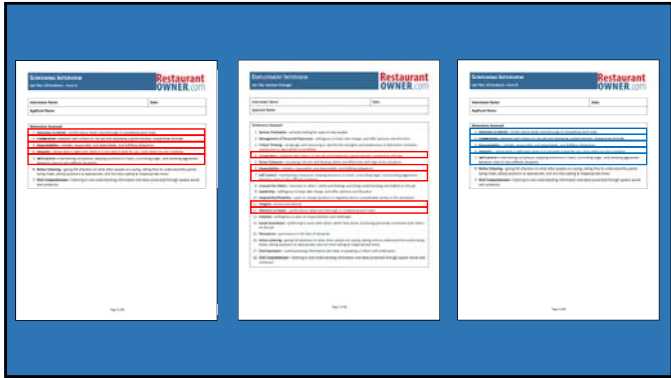














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What are you going to do differently?

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Questions
