

## 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



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### 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	Knowledge De	FREQ
2	56	3 A	Near Vision	The ability to si	100
3	76	4 W	<b>Attention to Detail</b>	Job requires	100
4	78	4 W	<b>Cooperation</b>	Job requires	100
5	79	4 W	<b>Dependability</b>	Job requires	100
6	83	4 W	<b>Integrity</b>	Job requires	100
7	86	4 W	<b>Self Control</b>	Job requires	100
8	18	2 S	Listening	Giving full atten	94
9	58	3 A	Oral Comprehension	The ability to lis	94
10	64	3 A	Speech Recognition	The ability to id	94
11	88	4 W	Stress Tolerance	Job requires ac	94
12	59	3 A	Oral Expression	The ability to c	89
13	61	3 A	Problem Sensitivity	The ability to te	89
14	74	4 W	Adaptability/Flexibility	Job requires be	89
15	77	4 W	Concern for Others	Job requires be	89
16	81	4 W	Initiative	Job requires a	89
17	87	4 W	Social Orientation	Job requires pr	89
18	51	3 A	Information Ordering	The ability to ai	83
19	84	4 W	Leadership	Job requires a	83
20	8	1 K	English Language	Knowledge of t	78



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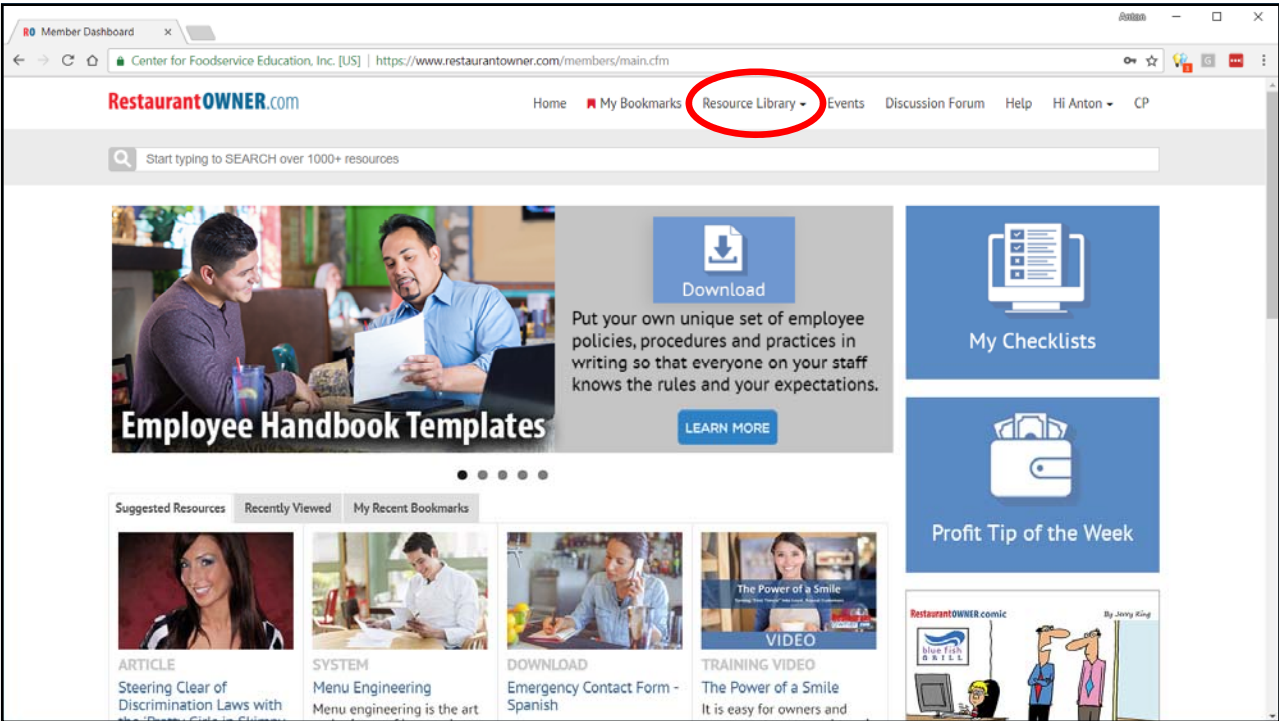
### What do these attitudes have in common?

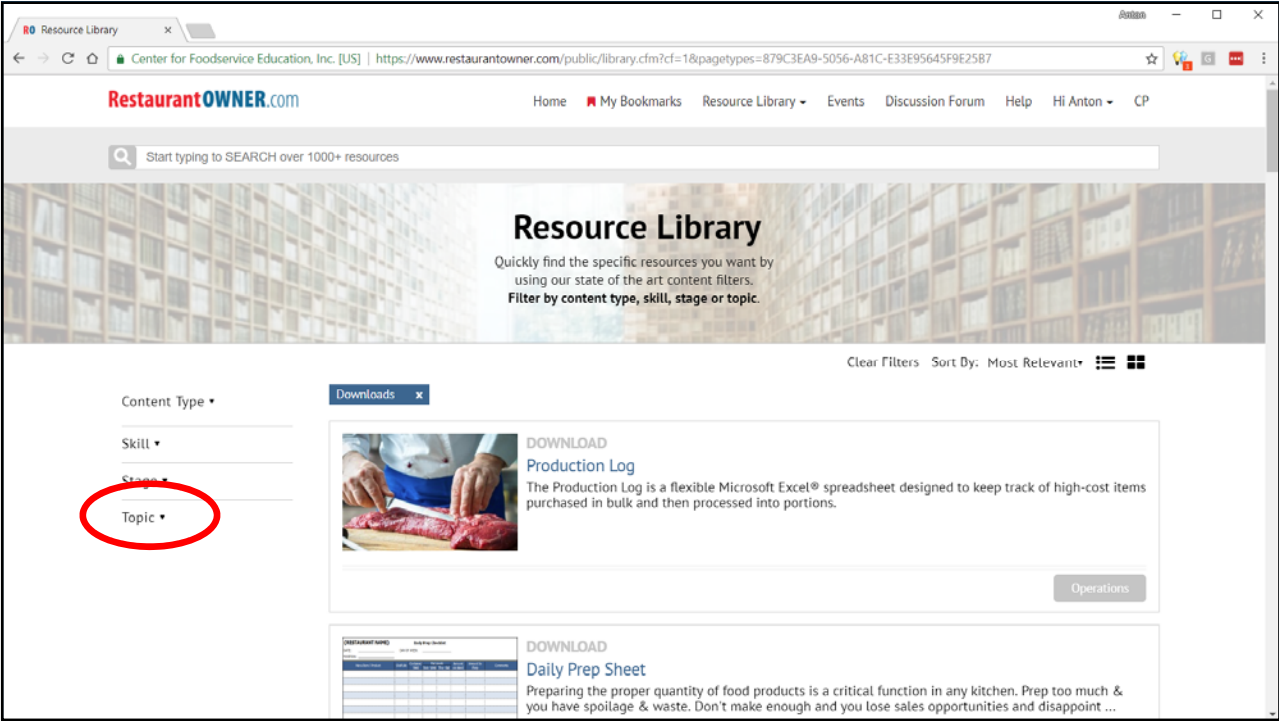
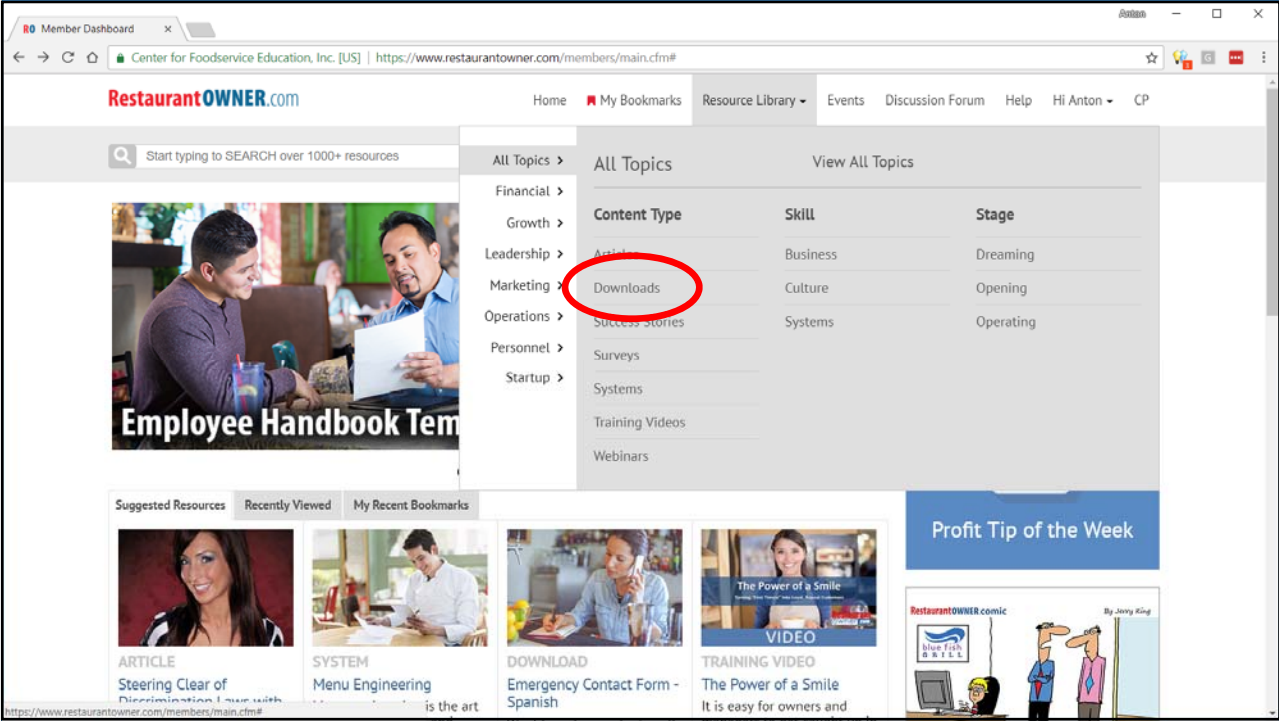
- Difficult to train

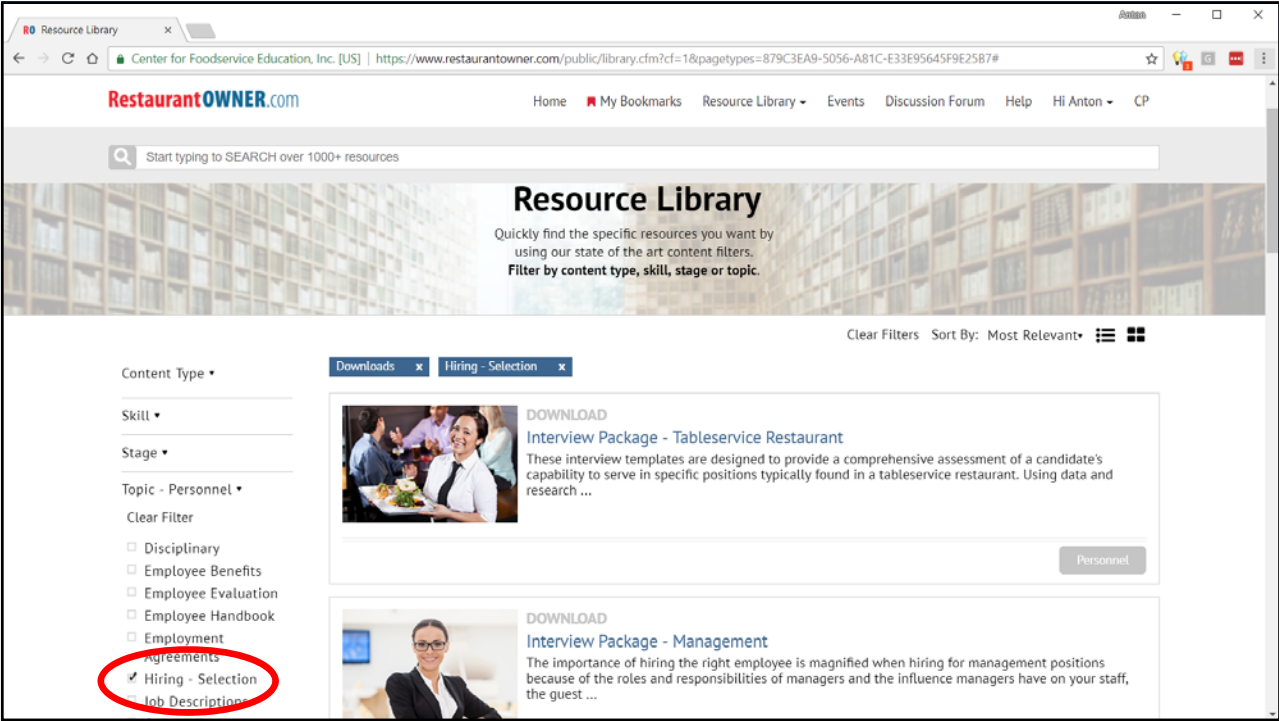
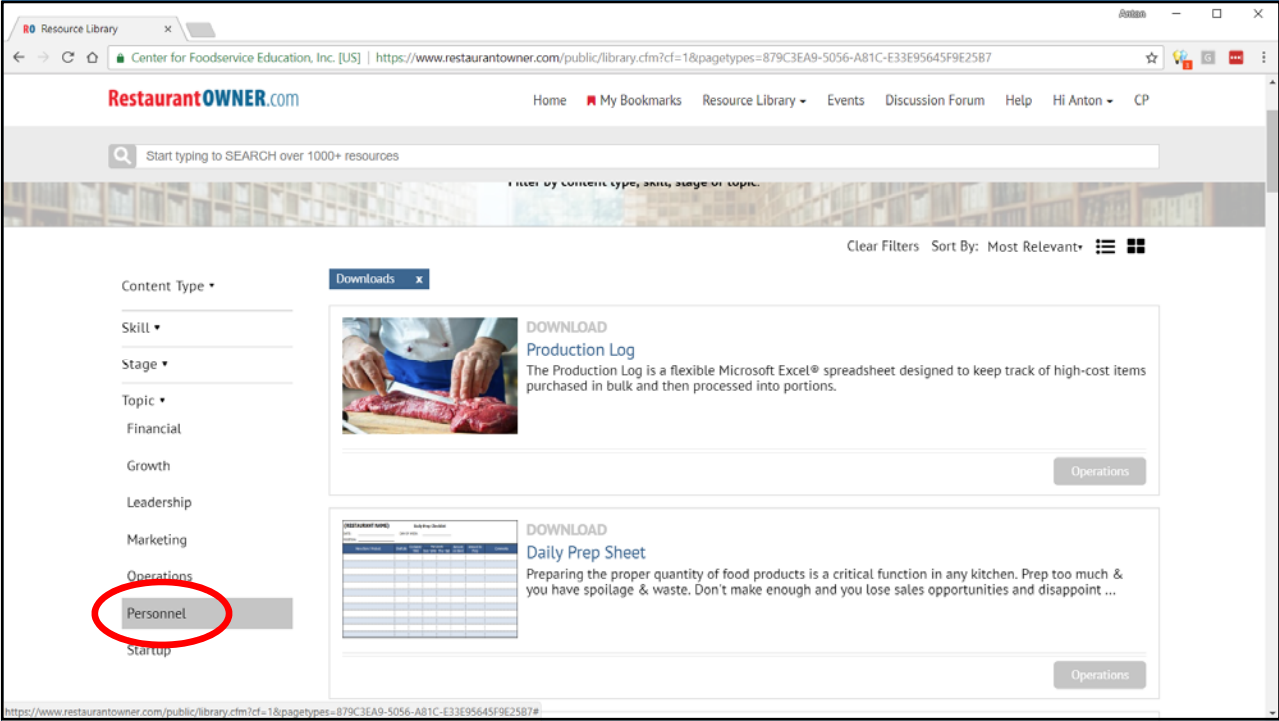
### How do you use these?

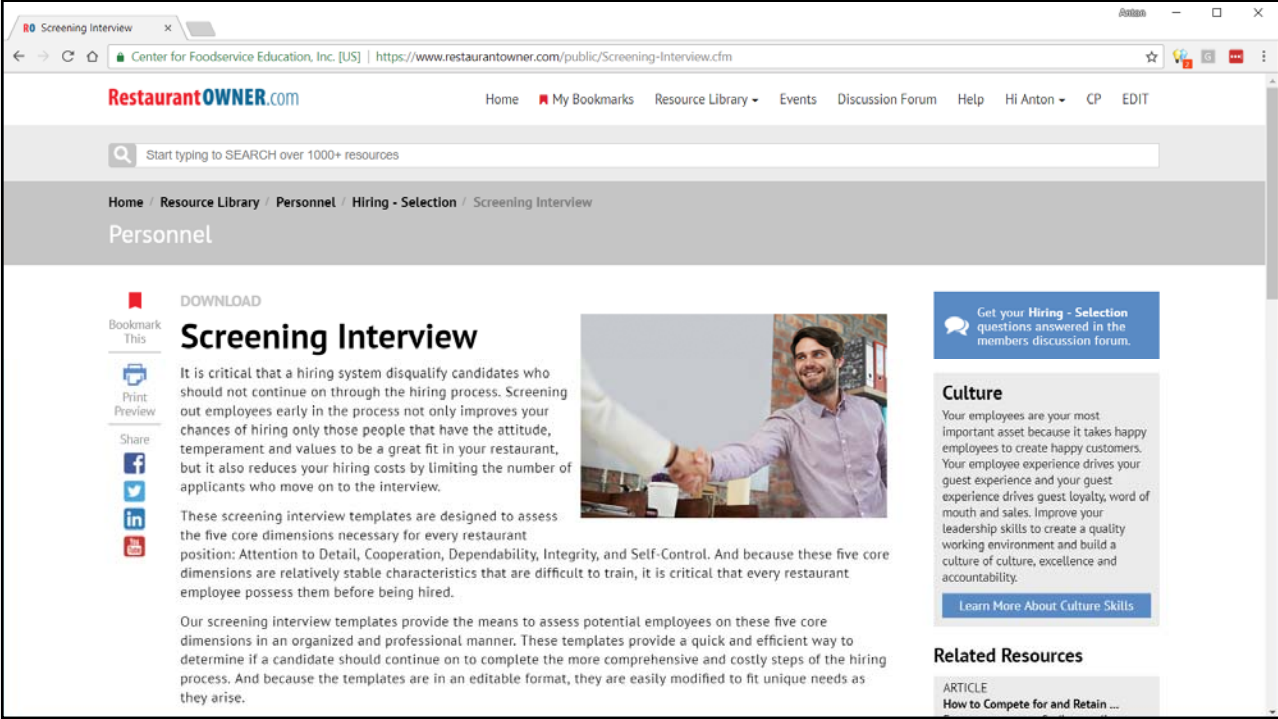
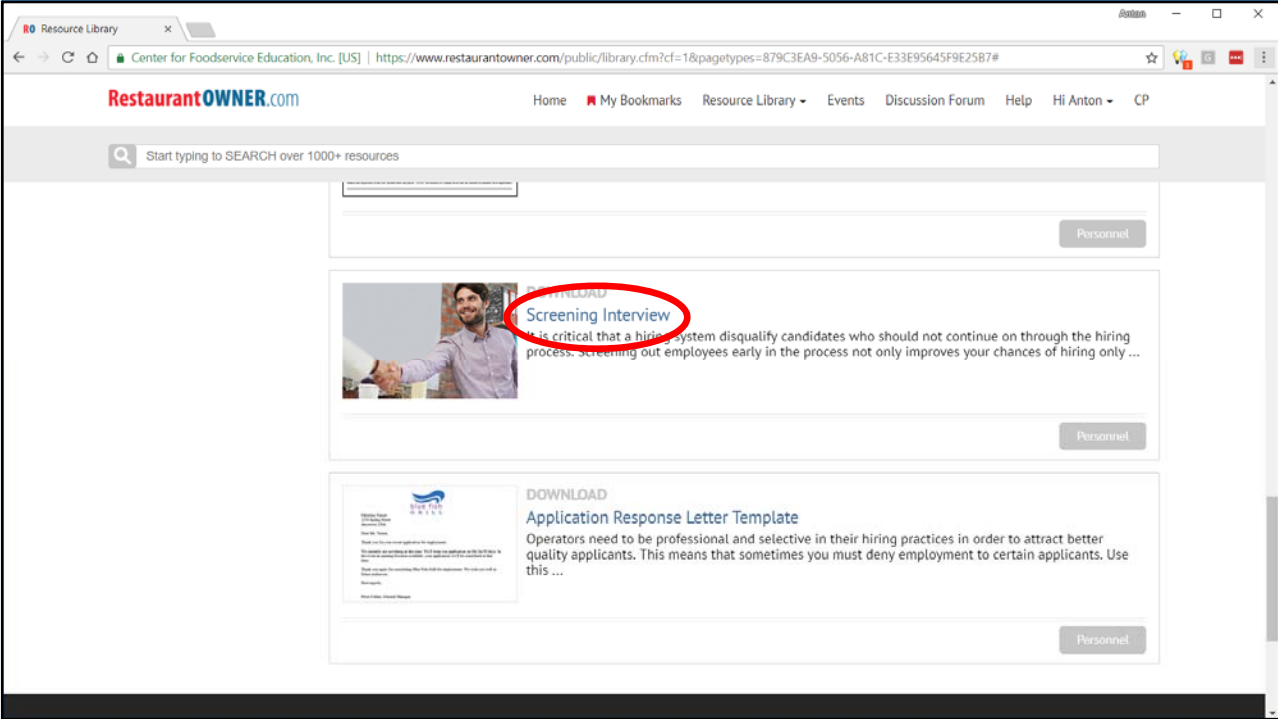
- Hire what's hard to train
- Train what's is easiest to train
- Hire for attitude and character

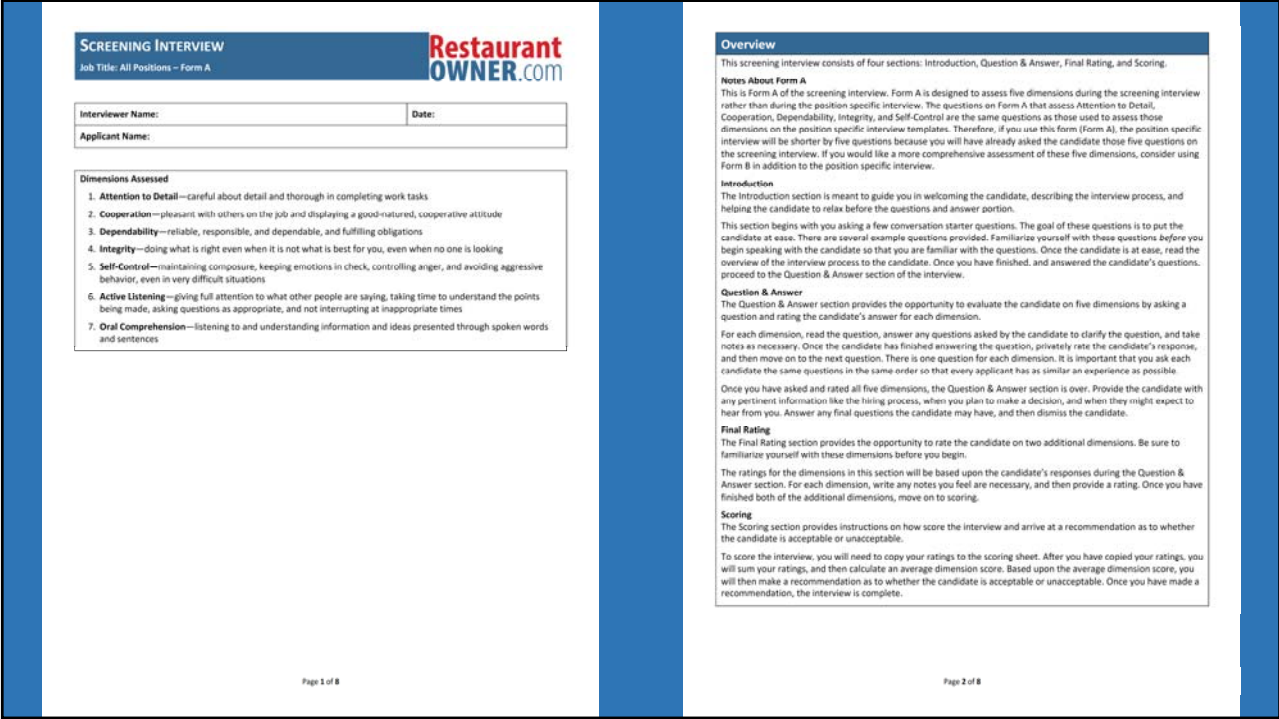
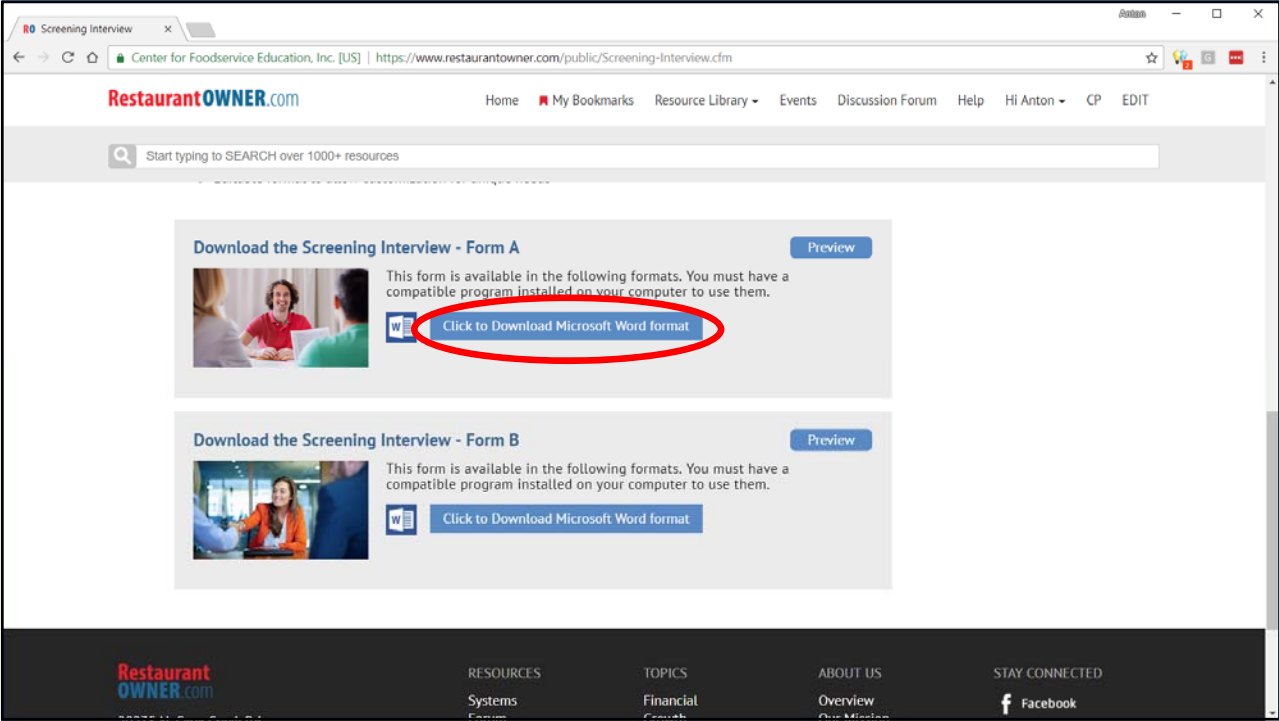
A photograph of a male server with a friendly smile, wearing a light blue button-down shirt and a dark apron. He is leaning over a counter, handing a card or receipt to a customer whose hand is visible on the right. The background shows a blurred restaurant kitchen with other staff members.











**Introduction**

**Conversation starters:**

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

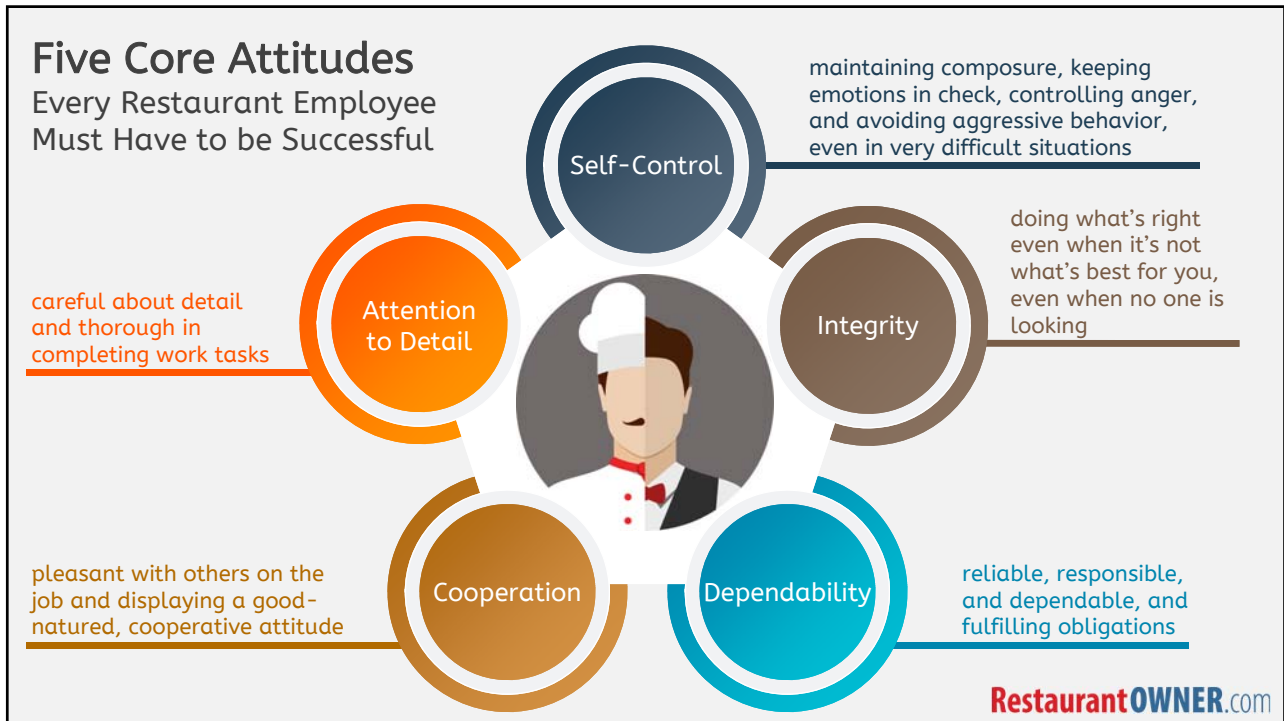
**Interview Process Overview**

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
③ High Pass	Maintained complete control of emotions, and demonstrated effective customer service.
② Pass	Maintained control of emotions with effort, and demonstrated effective customer service.
① Marginal Fail	Maintained only limited control of emotions, and/or demonstrated ineffective customer service.
④ Fail	Lost control of emotions, and/or demonstrated poor customer service.

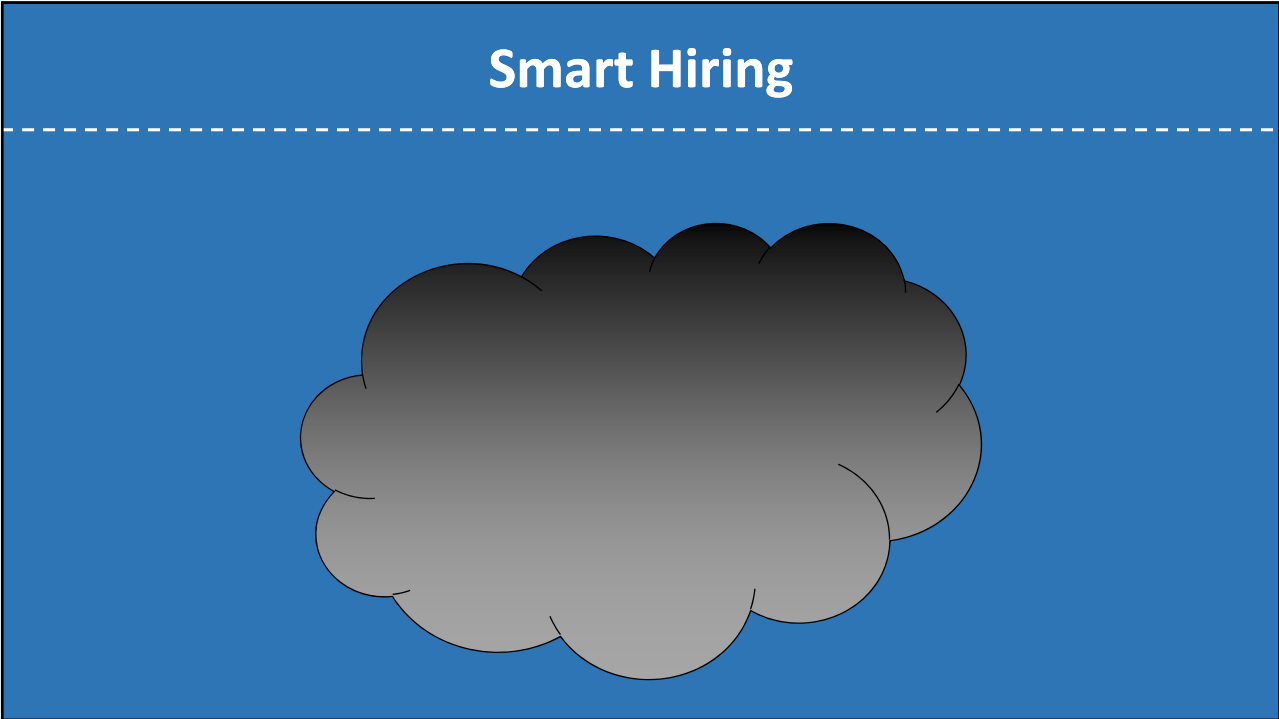
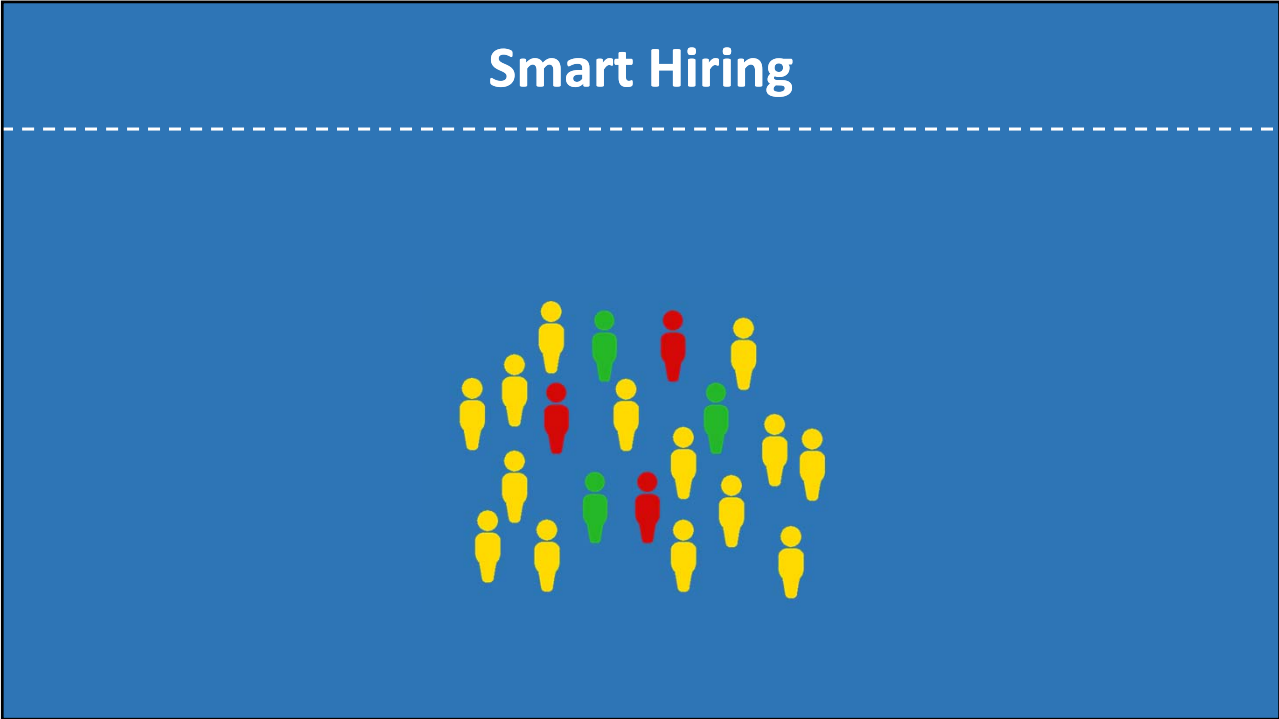
4. Integrity— doing what is right even when it is not what is best for you, even when no one is looking	
Question: Describe a significant ethical challenge you have faced on the job. What was the outcome and how did you arrive at that outcome?	
Notes:	
Rating	Example Answer
③ High Pass	Has a clear understanding 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.

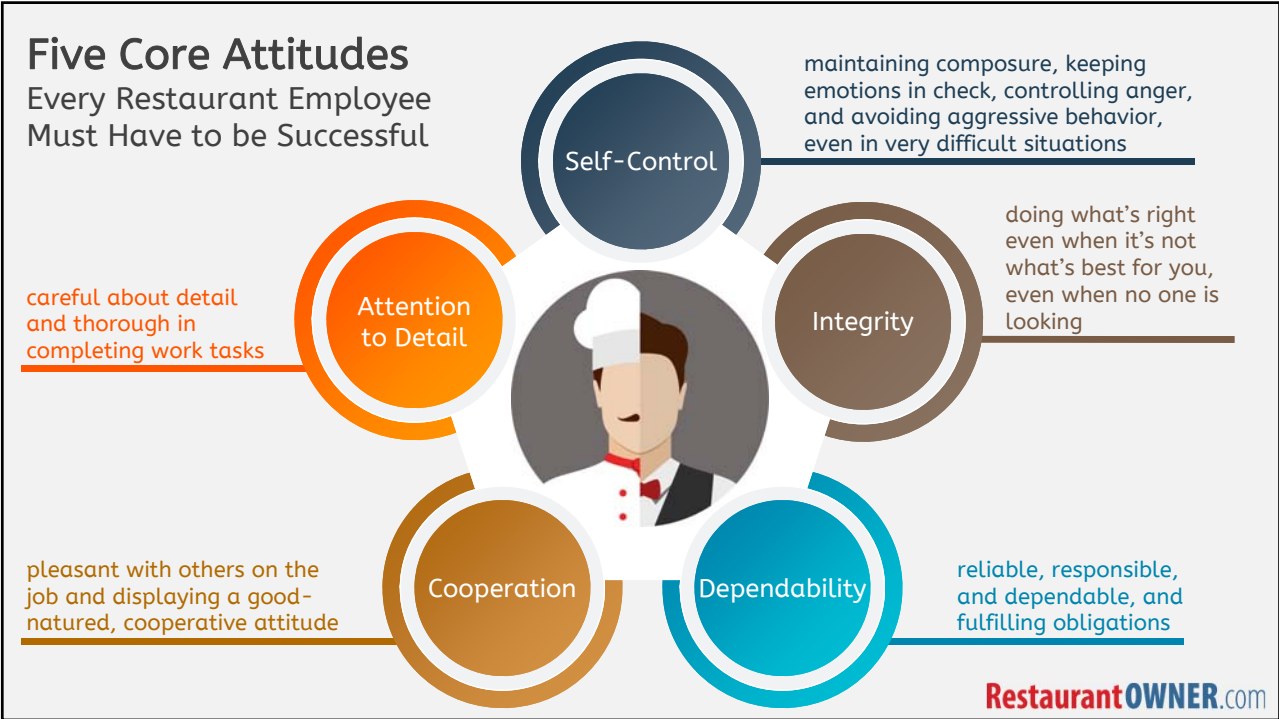
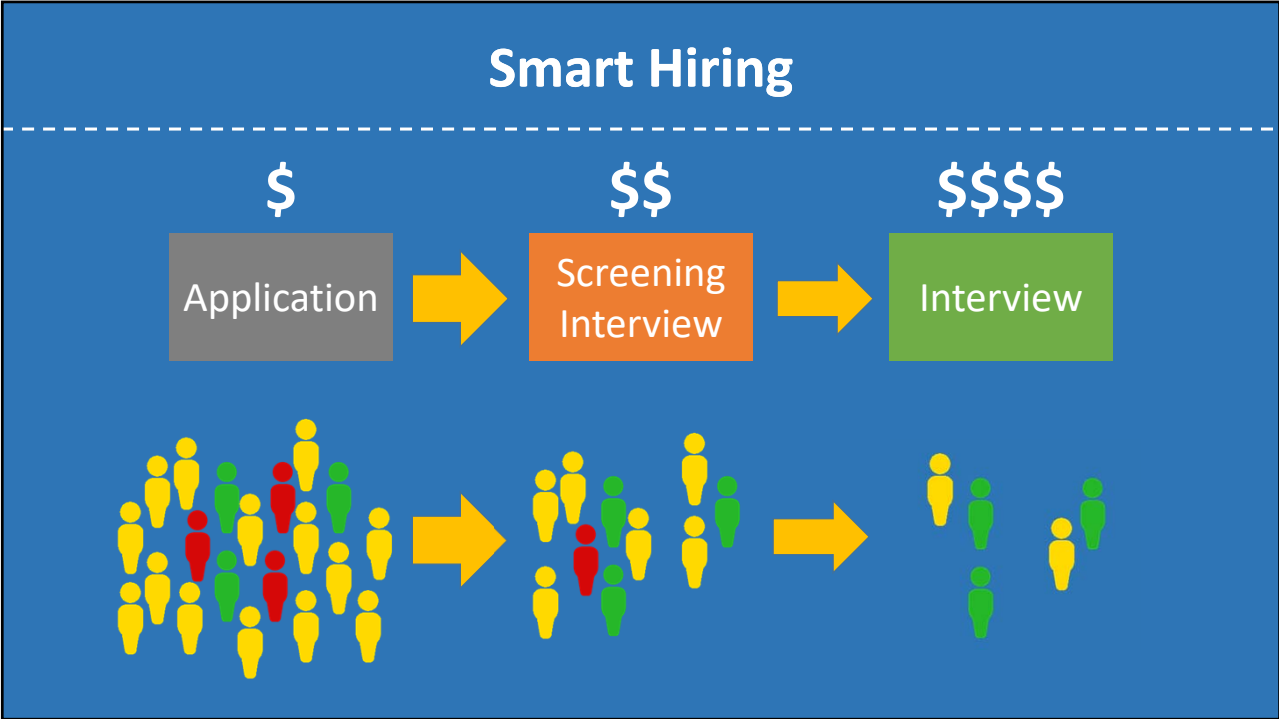
2. Cooperation—pleasant with others on the job and displaying a good-natured, cooperative attitude	
Question: Describe a time when you had to work with an uncooperative employee to complete a task. How did you manage working with that coworker, and what was the outcome?	
Notes:	
Rating	Example Answer
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
③ High Pass	Aware of the importance of detail orientation and very careful about detail.
② Pass	Careful about detail.
① Marginal Fail	Somewhat careful about detail.
④ Fail	Only slightly careful about detail.











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**What are you going to do differently?**

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**Questions**