

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CASHIER

1	Describe the typical duties of a cashier. How do they enhance the customer experience?	1 2 3 4 5	
2	Tell about a time when you satisfied an angry customer.	1 2 3 4 5	
3	If we were short-staffed on a busy day, how would you manage your line?	1 2 3 4 5	
4	How would you handle a customer pressuring you to go against store policy?	1 2 3 4 5	
5	Describe your experience with processing transactions.	1 2 3 4 5	
6	What is your experience? Have you worked as a cashier before, or are you new to the industry? If so, for which company and what was your primary duty?	1 2 3 4 5	
7	How do you handle difficult customers who are angry over something they can't control (like prices)? And how do you deal with people who have no manners?	1 2 3 4 5	
8	What is the most difficult part about working as a cashier, and why do you think this is so?	1 2 3 4 5	
9	What are your thoughts on customer service in general, from both perspectives of the customer and employee side? For example: what should or should not happen when customers purchase something then decide they don't want it?	1 2 3 4 5	
10	How would you handle a customer trying to return an item purchased with a credit or gift card when they don't have the original receipt? What about if it's something on sale and want to get their money back instead of exchanging for another size/color.	1 2 3 4 5	
11	What are your thoughts on flexible returns policies, like those in effect at Nordstrom?	1 2 3 4 5	
12	What is the most rewarding part about working as a cashier, and why do you think this is so?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Problem Solving Abilities Demonstrated critical problem-solving.	① ② ③ ④ ⑤	
Communication Team building and communication skills.	① ② ③ ④ ⑤	
Organizational Fit Would this hire steer the organization the right way?	① ② ③ ④ ⑤	
Directional Fit A step forward, or backward, in their career?	① ② ③ ④ ⑤	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.