

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · COURTESY CLERK

1	What do you believe is the most essential quality a Courtesy Clerk should possess and why?	1 2 3 4 5	
2	Can you recall an instance where you exceeded expectations to help a customer? What prompted you to do so?	1 2 3 4 5	
3	How do you handle situations where customers are unsatisfied or upset?	1 2 3 4 5	
4	Given the physically demanding nature of the Courtesy Clerk role, how do you ensure you maintain energy and focus throughout your shift?	1 2 3 4 5	
5	How would you prioritize tasks if you were asked to bag items, handle a spill, and assist a customer with their groceries all at the same time?	1 2 3 4 5	
6	Have there been moments where you collaborated with a team to meet a shared objective? How did you contribute?	1 2 3 4 5	
7	How do you typically respond to constructive feedback or critique regarding your performance?	1 2 3 4 5	
8	Describe a time when you identified a potential safety hazard in the workplace and how you addressed it.	1 2 3 4 5	
9	How familiar are you with our store's products and layout? How would you assist a customer in finding an item they are looking for?	1 2 3 4 5	
10	How do you ensure that the items are bagged in an efficient and customer-friendly manner, especially when dealing with fragile or perishable goods?	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	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

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.