

CANDIDATE	INTERVIEWER	DATE	STAGE
-----------	-------------	------	-------

INTERVIEW QUESTIONS · DUTY MANAGER

1	How do you handle difficult customer situations?	1 2 3 4 5	
2	Describe a time when you were faced with an emergency situation.	1 2 3 4 5	
3	What strategies do you use to motivate staff members?	1 2 3 4 5	
4	What methods do you use to ensure safety regulations are followed in the workplace?	1 2 3 4 5	
5	How would you go about resolving conflict between team members or customers?	1 2 3 4 5	
6	What systems do you have in place to ensure that customer expectations are met or exceeded?	1 2 3 4 5	
7	How did you go about training new staff members and encouraging them to take on responsibilities?	1 2 3 4 5	
8	Describe how you monitor personnel performance and update processes accordingly.	1 2 3 4 5	
9	What methods do you use to evaluate the effectiveness of employee initiatives?	1 2 3 4 5	
10	How do you remain organized and up to date with changes in operational procedures and laws related to your role as Duty Manager?	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	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	

CRITERIA

SCORE (1-5) NOTES

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.