

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · RETAIL ASSISTANT MANAGER

1

Can you describe a challenging situation you faced in a retail environment and how you handled it?

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How do you motivate your team to achieve sales targets and provide exceptional customer service?

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Describe your experience with inventory management. How do you ensure the inventory is accurately maintained?

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How would you handle a situation where a customer is unsatisfied with their purchase or service received?

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What strategies would you use to train and integrate new employees into the team effectively?

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6

How do you prioritize and manage tasks during peak hours when the store is particularly busy?

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Can you share an experience where you had to handle a conflict between two employees? How did you resolve it?

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8

In your opinion, what are the most important qualities a Retail Assistant Manager should possess?

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How do you stay informed about new products and trends in the retail industry to enhance customer satisfaction and sales?

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10

Could you discuss a time when you contributed to improving a store's sales performance?

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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	

CRITERIA	SCORE (1-5)	NOTES
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.