

Score every candidate against the same questions and criteria

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · SALES CLERK

1	Can you share a time when you dealt with a difficult customer? How did you handle the situation?	1 2 3 4 5	
2	What strategies do you employ to stay informed about the products or services you are selling?	1 2 3 4 5	
3	How do you prioritize your tasks during busy periods in a retail setting?	1 2 3 4 5	
4	In your opinion, what are the key elements of providing excellent customer service?	1 2 3 4 5	
5	Describe your experience with point-of-sale systems or any other retail management software.	1 2 3 4 5	
6	How do you go about meeting sales targets, and can you share an experience where you successfully met or surpassed a sales goal?	1 2 3 4 5	
7	Can you give an example of how you have contributed to a positive team environment in a previous role?	1 2 3 4 5	
8	What methods do you use to manage and organize merchandise on the sales floor?	1 2 3 4 5	
9	How do you approach handling returns or exchanges, and can you talk about a time when you turned a potentially negative experience into a positive one for the customer?	1 2 3 4 5	
10	Why do you want to work as a Sales Clerk for our company, and how do you believe you'll add value to our team?	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	

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.