

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · SHOP ASSISTANT

1

Can you describe a time when you provided excellent customer service and what the outcome was?

12345

2

How do you handle situations where a customer is unhappy or dissatisfied with their purchase?

12345

3

What experience do you have with operating cash registers and processing different types of payments?

12345

4

How would you manage a situation where you are tasked with restocking shelves, but also asked to assist multiple customers at the same time?

12345

5

In your opinion, what are the key qualities a Shop Assistant should possess to ensure a positive shopping experience for customers?

12345

6

Can you share an experience where you had to work closely with a team to achieve a common goal within a retail setting?

12345

7

How do you stay organized and ensure that tasks, such as stock management and cleanliness, are maintained throughout your shift?

12345

8

Describe a time when you had to deal with a difficult or challenging situation in a retail environment. How did you handle it?

12345

9

How do you stay updated on new products and promotions in the store to accurately inform and assist customers?

12345

10

Why do you think you are a good fit for this Shop Assistant role in our store, and how can you contribute to our team's success?

12345

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	12345	
Prior Work Experience Skills or qualifications acquired through past work.	12345	
Qualifications / Experience The technical skills the position actually needs.	12345	
Problem Solving Abilities Demonstrated critical problem-solving.	12345	

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.