



Staff Interview Questions

Interviewee:

Interviewer:

Date:

Location:

Customer Service & Communication

Rating

Can you describe a time when you went above and beyond for a customer?

How do you handle a customer who is unhappy with a product or service?

What does excellent customer service mean to you?

How would you approach a situation where you don't know the answer to a customer's question?

Describe how you would handle a long line of customers during a busy day.

Retail & POS Experience

Rating

Do you have experience operating a cash register or point-of-sale (POS) system? Which ones?

How do you handle a customer who is unhappy with a product or service?

What does excellent customer service mean to you?

How would you approach a situation where you don't know the answer to a customer's question?

Describe how you would handle a long line of customers during a busy day.

Work Ethic & Dependability

Rating

Tell me about a time you had to work as part of a team. What role did you play?

How do you stay motivated during slower shifts or downtime?

How do you prioritize tasks when managing multiple responsibilities?

Describe your approach to punctuality and attendance.

Conflict Resolution & Problem-Solving

Rating

How do you respond to a customer who is trying to return an item outside of return policy?

What would you do if you witnessed a fellow employee behaving inappropriately?

Have you ever had to deal with a difficult coworker? How did you handle it?

Tell me about a time you solved a problem without help from a manager.

What would you do if a customer insisted they gave you more money than they actually did?

Cultural Fit & Personality

Rating

Why do you want to work here, specifically?

What attracted you to this role in a creative, community-focused store?

How would you describe your personality in three words?

What do you love most about shopping small or supporting local business?

If you could curate your own mini display in the shop, what would be on it?

Notes

Overall Rating

Hire? Y/N