# Applicant Interview Worksheet

## Interview Details

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| Applicant Name: |  | Date: |  |

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| Interviewer Name: |  |
| Position Applied For: |  |

## Questions to Ask Applicant

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| Question #1: | Can you share an experience where you provided exceptional customer service? What made it successful? |
| Notes: |  |

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| Question #2: | Tell me about a time you had to handle a difficult customer. How did you resolve the situation? |
| Notes: |  |

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| Question #3: | What strategies would you use to upsell or cross-sell products in the shop without being pushy? |
| Notes: |  |

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| Question #4: | Do you have any experience with quilting, sewing, or other fiber arts? Can you share a project you've worked on? |
| Notes: |  |

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| Question #5: | If the shop gets unexpectedly busy and multiple customers need assistance at once, how would you prioritize? |
| Notes: |  |

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| Question #6: | Tell me about a time when you worked collaboratively to accomplish a task or project. |
| Notes: |  |

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| Question #7: | What kind of work environment do you thrive in, and how do you contribute to a positive team atmosphere? |
| Notes: |  |

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| Question #8: | Tell me about a time you took initiative to improve something in a past job. |
| Notes: |  |

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| Question #9: | This role involves meeting monthly sales goals. Can you share an example of a time you met or exceeded sales targets in a previous job? |
| Notes: |  |

**GENERAL INTERVIEW QUESTIONS TO CONSIDER INCLUDING:**

* Why are you interested in this position and working at this shop?
* What previous work experience do you have that would make you a great fit for this role?
* What do you think are the most important qualities for someone working in a customer-facing retail position?
* What are your biggest strengths, and how do they apply to this role?
* Can you describe a time when you received constructive feedback? How did you respond?
* What do you hope to learn or gain from working in this role?
* If offered this position, when would you be available to start?
* This role includes shifts on weekends and during busy retail seasons, such as holiday sales or special shop events, would you be able to work these shifts?
* Do you have any questions for us about the role, the team, or the shop?

**IMPORTANT NOTE:**

Certain interview questions are prohibited under federal law and should never be asked. These include, but are not limited to:

* **Race, religion, or ethnicity**
* **Age**, except when verifying legal requirements for the job
* **Pregnancy or family planning**
* **Disability status**, including inquiries about disabilities, medications, or past worker’s compensation claims

To ensure compliance, always review **both federal and state employment laws** before conducting interviews.

A listing of State Labor Offices can be found here: <https://www.dol.gov/agencies/whd/state/contacts>