**Interviewing and Hiring Points**

According to McKinsey research, when you hire the “RIGHT” people you get…….

* 40% increased productivity from Operations high performers
* 40% increased profit from Management high performers
* 67% increased revenue from Sales high performers

**WHAT IS THE REAL PURPOSE OF THE INTERVIEW?**

“The purpose of the interview is to determine if an individual is the best candidate for the job OR to eliminate him or her from consideration. Remember there are no “BAD” candidates they just must not be the right match for the organization.”

**ILLEGAL INTERVIEW QUESTIONS**

* **Age , Height, Weight, Physical Characteristics**
* **To provide Photograph**
* **Gender, Sexual Orientation, Race, Creed or Color**
* **Maiden name, Single, Married, Divorced**
* **Disabilities, Arrest record**
* **Religion, National Origin**
* **Member Organizations**

**Position’s Information Points**

Provide the candidate basic information about the position responsibilities, hours available for the position, management expectation.

**Here you CAN ask:**

* **If the candidate is able to perform the position requirements.**
* **If the candidate has a reliable transportation to get to work**
* **Ask for candidate availability (make sure candidate can work weekends)**
* **When interviewing TL and Cooks make sure they can close**
* **Ask if the candidate is able to cover a shift at another location when needed**

***Guided Interview Questions***

1. **Do you enjoy working in a place where constantly you have to interact with people? Why?**
2. **What do you enjoy the most working in a restaurant? Explain.**
3. **What do you dislike about working in a restaurant? Explain**
4. **Do you believe in teamwork? Are you a team player? Tell me a time that you saw one of your peers struggling that you volunteered to help.**
5. **Can you tell me a time you have seeing someone acting with a lack of integrity and what did you to with the situation?**
6. **The cashier is also responsible to verify the bags to make sure the order is accurate and to repeat the order back to the guest when handing it out. You noticed that your peer is not checking the bags neither repeating it back to the guest. What would you do to fix the issue?**
7. **What would you do if you see someone giving free food to family or friends?**
8. **What would you do different to make this restaurant better?**
9. **Have you ever been late to work or missed a day? Explain**
10. **Wing Stop is a fast paced environment, team members often take additional responsibilities outside of their normal workload. Tell me a time that you went above and beyond your scope of work to help the restaurant and the team.**
11. **Please explain why you believe Wing Stop is the right place for you to work.**
12. **Give 3 reasons why you should be hired to be part of the Wing Stop team.**