

1ST INTERVIEW QUESTIONS & IMPRESSIONS

INTERVIEWEE'S NAME: _____

QUESTIONS:

1. Why did you choose a career in cosmetology?
2. How long have you been in the industry? How long to you see yourself in the industry?
3. What do you like best about this industry? Least?
4. What is your favorite service to perform? Least?
5. What are the keys to success?
6. What is your ultimate career goal?
7. Where do you see yourself in 1 year? 3 years? 5 years? 10 years?
8. How do you build your clientele? (rebooking, handout cards). Whose job is it to build your clientele? What do you think the salon could/should do? What should you do?
9. If I were to talk to your friends how would they describe you? How would your past co-workers describe you?
10. What other salons or spas are you considering? (Why are you asking? To find out if they are looking and are they looking at everything or just high end?)
11. What is your opinion about the salon you are currently in/past salons you have worked at?
12. How do you handle pressure? What do you consider a stressful situation?
13. How much money do you HAVE to earn? How do you know that is the amount you NEED? How would you like to be paid? (Why are you asking this? Do they have a choice? How did you come to that amount and type?)

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14. In the past have you been independent, commission or hourly?
15. If you had a choice would you prefer to be an independent contractor or and employee? Why?
16. What do you look for in an owner or manager?
17. Tell me about your WORST manager? What made this person the worst?
18. What difficulties have you had in the past with management/co-workers?
19. What has you wanting to work for (Your Salon/Spa)?
20. What are your stronger points?
21. What are your weaker points?
22. What did you benefit from at cosmetology school?
23. What kind of schedule would you like? Full-time/part-time? What about weekends/evenings?
24. What type of clientele do you feel you attract?
25. How long do you think it would take you to build a clientele?
26. How do you market yourself?
27. How do you handle booking appointments? What percentage of your clients re-book at the time of their service? What is your average service ticket right now? What is your retail %? (so they know how we work and what they will know and learn by)
28. What kind of advanced training have you had since cosmetology school?
29. Do you go to industry shows?

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30. What are your favorite product lines?
31. What are your hobbies?
32. When are you at your best (morning, afternoon, or evenings) availability for work?
33. What will you do until we open?
34. Will you be available for training?
35. What annoys you about others?
36. What do you see yourself doing in the first 30 days?
37. How would you establish your credibility with your team at Solaris?
38. If you could be an animal which animal and why?
39. Do you feel that uniforms would serve to make us feel professional and united, or stifle your creative expression, and why?
40. How do you think your time should be spent in between clients?
41. Define customer service for me.
42. What was your greatest failure and what did you learn from it?
43. How often do you take time off from work?
44. Do you have a problem signing a non-compete contract?
45. If you have to be at work at 9:00 a.m. What time would you arrive?

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SITUATIONS:

1. If a client came into the salon and had a basic service, when you asked what product they use at home if they told you they used a line from the grocery store how would you sell them a professional line?
2. Give me an example of a time a returning client came to the salon for a service they had with a different employee and began bad mouthing that employee. How did/would you handle that situation?
3. Give me an example of a time where a client asked you to perform a service for them at a discounted rate, how would you handle that situation?
4. Give me an example of a time a co-worker talked in a negative manner about the salon or management and how you handled it?
5. If you were doing my job right now, why would I choose you?
6. Give me an example of a time someone asked you to do something that you disagreed with, and how you handled the situation.

IMPRESSIONS

	SUB-STANDARD	BELOW AVERAGE	AVERAGE	ABOVE AVERAGE	EXCELLENT
APPEARANCE	1	2	3	4	5
CONFIDENCE	1	2	3	4	5
SPEAKING ABILITY	1	2	3	4	5
KNOWLEDGE	1	2	3	4	5
FIRST IMPRESSION	1	2	3	4	5
ABILITY TO ANSWER	1	2	3	4	5
CHARISMA	1	2	3	4	5
POSTURE	1	2	3	4	5
TIMELINESS	Late		On Time		Early

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What were this person's idiosyncrasies?

What are the values I saw in this person?

Was this person coachable?

Was this person someone who has the passion to succeed here?