

# Essential Interviewing Tips

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*for Salons & Spas*



**Plus  
Interview  
Questions  
For Top  
Applicants**



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# Critical Steps Before You Hire

I am going to first start off with a quick disclaimer:

This is no magic unicorn fairy dust information that I am going to give you, even though I wish it was.

Recruiting, Interviewing, Hiring and Onboarding is one of the most stressful things we do as owners. Every time we hire someone we take a risk of them either adding to our culture or depleting it. Let me say that again: it's a RISK!

However, we can mitigate our risk if you understand the benefits and have a clear system to recruit and hire the best. And this interview tool will help you create action around hiring and to sift through the weeds; trust me, when you hire the right people, it's totally worth it.

If you are needing this interview tool then that means you have found a candidate worthy of being interviewed by you...so congrats!

## First, it's not just you.

I know firsthand how exciting it can be to find a great candidate. I also know how much it sucks when you get ghosted...and yes ghosting happens to us all, so just don't take it personally. (If you're wondering what ghosting is, it's when someone schedules an interview with you and does not show up. And it sucks!)

## Start hiring based on your company culture.

Don't hire out of desperation. Ask interview questions that reflect your team culture and the values of your business. Define a process and stick to it so that you stop hiring duds. When you stray from your process, that's when you waver and let go of standards that are there for a reason.

### Here are some questions to ask yourself:

- Am I willing to evaluate and ask the hard questions of my interviewees?
- How do they fit into what I need?
- Heck, what do I need?
- Do their values match my company's values?

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## Trust your intuition.

It's critical that you listen to yourself and notice any red flags. If you're feeling it during the interview, don't brush it aside. You can address the red flags during the interviewing process, but know that those red flags will likely pop up later in their employment time with you.

## Create a clear job description of the positions you are hiring for as well as a clear compensation plan.

What is the job title, duties, expectations, hours expected to work, any education or certification needed and anything else you see is important to list for this position.

## Make it easy to apply.

Honestly, this younger generation (which might include you!) may not give your application the time of day if it's too long. Keep it simple so that you capture their information and are able to follow up easily by text or phone

If you need an example, here is an application form and description that you can use and modify to your own needs – scan QR code below or [click here](#).



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## Step One: **Hiring Goals**

The most important part about recruiting is having a clear plan and hiring goals. So let's take a few moments to get super clear.

How many new hires do you want? \_\_\_\_\_

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What role will they be playing?

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Who will help you recruit?

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Where will you recruit?

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What will be your interviewing process?

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Who will help you train?

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Do you have your clear expectations of your new hires laid out?

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THE  
*Salon*

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**AVAILABLE OPENING**  
**Full Time Professional Barber**

We are looking for:  
Professional team player with entrepreneurial spirit.  
Takes pride in their appearance.  
Committed to building a happy and healthy clientele.



We are growing! I love coaching my team members to reach their full potential and create an environment that feels fun and exciting for staff and to create as well as making sure we have continuing education to keep us inspired and motivated to reach our full potential!

*Lori Random* - owner/stylist

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## Step Two: **Interview Question Box**

Review the questions on this page and pick the essential ones that you want to ask every applicant. With the remaining questions, cut them up and put them into a box. You can remove the questions that you don't want to include with the box. This will be a tool you use in the first in person interview.

### Interview Questions:

1. Tell me about yourself.
2. Why did you leave your last job?
3. What experience do you have in this field?
4. What made the best boss you ever had a good boss?
5. What made the worst boss you ever had a bad boss?
6. Do you consider yourself successful? Explain.
7. What do your co-workers say about you?
8. What do you know about this organization?
9. How have you improved your skills in the past year?
10. Are you applying at other salons or spas?
11. Why do you want to work for this company?
12. Do you know anyone who works for us?
13. How long would you expect to work for us if hired?
14. What kind of salary do you need?
15. What is your philosophy toward work?
16. Give an example of a time you were a team member.
17. If you had enough money to retire now, would you?
18. Have you ever been asked to leave a position?

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19. How would you be an asset to this organization?
  20. Why should we hire you?
  21. What suggestions have you made to help an employer?
  22. What irritates you in a co-worker?
  23. What is your greatest strength?
  24. What do you see as your weakness?
  25. What is the best way to coach you?
  26. Tell me about your dream job.
  27. Why do you think you would do well at this job?
  28. What are you looking for in a job?
  29. What kind of person do you refuse to work with?
  30. What would your prior supervisor say your strengths are?
  31. Tell me about a problem you've had with a supervisor.
  32. What has disappointed you about a job?
  33. Give an example of a time you worked under pressure.
  34. Do your skills match this job or another more closely?
  35. What motivates you to do your best on the job?
  36. How would you know you were successful in this job?
  37. How would you put the company's interests ahead of yours?
  38. Describe your management style.
  39. What have you learned from mistakes on the job?
  40. What, if any, blind spots do you have?
  41. If you were me, what would you look for in an applicant?
  42. How would you compensate for a lack of experience?
  43. What qualities do you look for in a boss?
  44. How have you resolved a dispute between others?
  45. When working in a group do you lead or follow?
  46. Define "work ethic." What is your work ethic?

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47. What is your biggest professional disappointment?
  48. Tell me about the most fun you've had on the job.
  49. Do you have any questions for me?
  50. What do you want to be known for?
  51. Describe your ideal client.
  52. What is your current average weekly sales?
  53. When being pushed to reach a goal, I:
  54. When it comes to retailing, I:
  55. I am excited to learn more about:
  56. Five years from now I want to be:
  57. When it comes to being late, I am:
  58. What were your expectations for your last job?
  59. Were those expectations met?
  60. What were your starting and final salaries?
  61. What were your responsibilities of your last job?
  62. What major challenges or problems did you face?
  63. How did you handle those challenges?
  64. What did you like or dislike about your last job?
  65. What were your biggest accomplishments and failures?
  66. What was it like working for your last boss?
  67. What did you expect from your last boss?
  68. Did your last boss meet your expectations?
  69. What have you been doing since your last job?
  70. If you lost your last job, why were you fired?
  71. Describe a typical work week for you.
  72. Do you generally take work home with you?
  73. How many hours do you normally work?
  74. How would you describe the pace at which you work?

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75. How do you handle stress and pressure?
  76. What motivates you in your daily life?
  77. What are your expectations for your salary here?
  78. What are the most difficult decisions for you to make?
  79. What is your decision making process?
  80. What has been your greatest personal disappointment?
  81. What are you passionate about?
  82. What are your pet peeves?
  83. What are you criticized for most often?
  84. When was the last time you were angry? What made you angry? How did you resolve it?
  85. Would you change anything you did in the last 10 years?
  86. Why would your friends recommend you for this job?
  87. Do you prefer to work independently or on a team?
  88. How do you think an ideal team functions?
  89. What type of work environment do you prefer?
  90. How do you evaluate your success?
  91. If you knew your boss was wrong, what would you do?
  92. Describe how you overcame a difficult project at work.
  93. Describe how you overcame a heavy workload.
  94. What is your favorite ability of yours?
  95. What makes you stand out from others?
  96. What interests you most about this job?
  97. What applicable attributes/experience do you have?
  98. What is your proudest accomplishment?
  99. In what ways are you an innovative thinker?
  100. What skills can you improve upon?

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## Step Three: Interview Process

- **Review Applications** – This needs to happen within 24 hours of receiving the application. Look for professionalism in the way the application is composed. Check the applicant out on social media to see if they would be a good fit for your culture. If all looks great, then call them to set up a phone or video interview.
- **Phone Video Interview** – Be prepared with your questions. Listen to how they answer their phone and communicate. This is a great first step to see if they even qualify to meet in person. If they do seem like it's worth a first interview in person, then schedule it while you are on the phone or video.
- **First Interview** – Have two or three team members meet with the applicant. Have the applicant pull and answer four to five questions from the interview question box (from Step 2). If it's a group interview, have each applicant answer a question and pass the box to the next applicant, each of them answering four to five questions. Thank them for their time and give them a tour of your space. Let them know they will be hearing from you within 24 hours and honor the time frame that you give them.
- **Second Interview** – Have applicants return wearing your dress code; ask them to research your business and come prepared with questions. You want them to ask you about 10 questions. This gives you a good idea on what's important to them. If you enjoy them then schedule the third interview. Your questions will be about digging a little deeper and seeing if they are a fit for your culture.
- **Third Interview** – Have applicants come with a model to perform a service or they can shadow the position. They get to hang out in the space to see if it's a fit for all!

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- **Accepting or Declining an Applicant** – If you feel that the applicant will be a good fit have them return, present your compensation package and review your onboarding process. Make sure you give them a hiring date. If declining an applicant, follow up with a letter or a phone call saying that though they did not get the position at this time, but you will be keeping their information on file for a future opportunity.
  - **Hiring the Applicant** – Follow through with the onboarding process, reviewing the handbook, policies and procedures, compensation, training schedule and setting up 30-, 60-, and 90-day reviews.

*Congrats!*

You are ready to start interviewing and recruit your next amazing new team member.

Recruiting and hiring new team members is one of the toughest parts of our jobs as owners. At Empowering You, we're here to support you through every step of the process!

To hire right every time, schedule a free strategy session with one of our Empowering You Consultants and see how you can master the art of interviewing and find the right people for you and your business.

**READY TO TAKE ACTION?**

**Click above to set up a strategy session with one of our coaches today!**