STUDENT INTERVIEW PROTOCOL

1. INTRODUCTION

☐ Welcome by supervisor/interviewer(s)
☐ Verbal description of department and position
☐ Format of interview

2. SAMPLE QUESTIONS

☐ Tell me about yourself and what interest you about this position.
☐ How have your past experiences helped prepare you for this position?
☐ What are your greatest strengths and what areas do you feel you need to develop?
☐ Tell me about a time you provided excellent hospitality or customer service in a professional setting.
☐ What is your preferred communication style? How do you like to receive work instructions and supervisor feedback? How frequently?
☐ Give an example of a time you made a mistake. How did you handle it? What was the end result?
☐ What tasks motivate you? What tasks drain you? How do you handle doing repetitive jobs?
☐ Give an example of a time you experienced a conflict and how you resolved it.
☐ How do you handle working on multiple projects at the same time? Give an example.
☐ Tell me about a time where you saw a need to improve a process. What was your approach to work towards streamlining?
☐ Give an example of a time when you had to pay a great deal of attention to detail.
☐ Describe a time you had to present an idea to others, this may include students, co-workers, etc.
☐ Tell me about the technology you currently use and what you feel your proficiency level is.
☐ What experience do you have with internet research and/or social media?
☐ Are you able to perform the physical requirements of this job?
☐ Tell me about a time you were given a task to complete but you did not have the tools necessary to complete the task. What did you do?
☐ Give an example of a time you had to work closely with people to accomplish a goal and you stepped up to lead. How did it go?
☐ Describe a time when you were part of a team that was not working well together. What did you do? What did you learn from it?
☐ Give an example of a time you have worked with people different than yourself. What was interesting or challenging about that? What did you learn from that experience?
☐ What questions do you have for us?

3. CONCLUSION

☐ Discuss the next steps in the interview/selection process and the anticipated hiring timeline.
4. INTERVIEW SCORING RUBRIC

☐ Rank each candidate based on a scale of 1-5: 1= Excellent, 2=Exceeds Average, 3=Average, 4=Below, Average 5=Poor

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<thead>
<tr>
<th>Interviewer:</th>
<th>Date:</th>
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<tbody>
<tr>
<td>Student Name:</td>
<td>Position:</td>
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Notes:

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<tr>
<th>Interview Objective</th>
<th>Notes</th>
<th>Rank</th>
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<tr>
<td>Demonstrated genuine interest in position</td>
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<td>Provided clear and relevant responses and examples</td>
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<td>Asked interviewers relevant questions related to the position and department</td>
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<td>Demonstrated professional nonverbal behaviors</td>
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Top 5 Competencies