



Shift Lead Interview Guide

Internal Use Only | Applicant **DOES NOT** receive a copy

Date: _____
 Candidate Name: _____
 Interviewer Name: _____

Store: _____
 Candidate Phone Number: _____
 Candidate Email: _____

<u>Prescreen Questions</u>		
AC/HR approval needed to hire if answered "NO" to any questions 1-3, or YES to 4		
1. The minimum age for this position is 18. Do you meet the minimum age requirement, and can you show proof of age?	Yes	No
2. Do you have the legal right to work in the United States?	Yes	No
3. Do you have access to reliable transportation?	Yes	No
4. Have you ever been convicted of a crime that has not been expunged by a court? Are you currently out on bail following an arrest that a court has not ruled out yet? If yes, please share details.	Yes	No
Have you ever worked for Taco Bell/KFC, Flynn Restaurant Group or Bell American?	Yes	No
What is your availability?		
What is the number of hours you would like to work per week?		
What do you expect to make per hour?		
What interests you about being a Shift Lead for Bell American?		



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Interview Questions

Strong Communication Skills

AGM – How do you communicate and motivate your team during your shift?

RGM – What was your relationship like with your previous manager? What did you like/dislike?

Service Oriented... Delivers the Big 4 (Safe, Friendly, Fast and Clean)

AGM - As the manager in charge, how would you handle an upset customer?

RGM – We focus on the “BIG 4” which is safe, friendly, fast and clean. What does this mean to you?

Resolution Oriented/Conflict Management

AGM – When two team members aren’t working well together during your shift, how do you manage the situation?

RGM – Tell me about a challenge you’ve had to face (work or life). How did you overcome it?

Leadership

AGM – Tell me about a time you’ve had a positive impact on your team.

RGM – What 3 words would your previous manager use to describe you?

RGM – What qualities do you believe make you a good leader?

Lives the Gold Card Culture

AGM - How do you show recognition for a job well done?

RGM - What makes you GREAT?