

INTERVIEW GUIDE

APPLICANT'S NAME _____ DATE _____

INTERVIEWER _____ LOCATION _____

NOTES TO INTERVIEWER: USE THIS FORM FOR INITIAL INTERVIEW ONLY. REMEMBER-EACH CANDIDATE IS ALSO A CUSTOMER. MAKE SURE CANDIDATE IS AT EASE, RELAX AND SMILE.

NOTES:

HAVE YOU BEEN LIVING IN THE AREA FOR LONG?	
TELL ME ABOUT YOURSELF - HOBBIES, INTERESTS, ETC.	
BRIEFLY TELL ME ABOUT YOUR WORK EXPERIENCE, STARTING WITH YOUR CURRENT JOB.	
WHY DID YOU LEAVE YOUR LAST JOB OR WANT TO LEAVE?	
AT YOUR PRESENT OR LAST JOB WHAT DID YOU LIKE BEST/LEAST? WHY?	
HAVE YOU HAD ANY OTHER JOBS THAT ARE NOT LISTED ON YOUR APPLICATION?	
DO YOU HAVE ANY MEDICAL CONDITIONS THAT WOULD PREVENT YOU FROM DOING THE JOB OR THAT I NEED TO BE MADE AWARE OF?	
WHERE DO YOU SEE YOURSELF IN FIVE YEARS? WHAT ARE YOUR FUTURE GOALS?	
TELL THE CANDIDATE ABOUT THE POSITION YOU HAVE AVAILABLE AND YOUR EXPECTATIONS OF EACH EMPLOYEE.	
DO YOU UNDERSTAND ALL THE REQUIREMENTS OF THE POSITION YOU ARE APPLYING FOR? (GIVE THE APPLICANT A JOB DESCRIPTION)	
ARE YOU O.K. WITH WORKING A SHIFT BY YOURSELF?	
WHAT DOES THE TERM "CUSTOMER SERVICE" MEAN TO YOU? TELL ME WHAT YOU THINK GOOD CUSTOMER SERVICE IS.	
BEING AT WORK WHEN SCHEDULED IS IMPORTANT TO FUEL MART AND TO OUR CUSTOMERS. HOW MANY DAYS DID YOU MISS FROM WORK DURING THE LAST YEAR?	
WHEN I TALK TO YOUR SUPERVISOR AT _____, WHAT WOULD HE/SHE SAY ABOUT YOUR PERFORMANCE/ STRENGTHS AND AREAS FOR IMPROVEMENT?	
OF ALL YOUR PRIOR JOBS THAT WE HAVE DISCUSSED, WHAT HAVE BEEN YOUR FAVORITE AND LEAST FAVORITE? WHY?	

TELL ME ABOUT A REWARDING EXPERIENCE YOU'VE HAD, OR AN ACCOMPLISHMENT YOU'RE PARTICULARLY PROUD OF.	
TELL ME ABOUT A DIFFICULT SITUATION YOU'VE FACED AND HOW YOU HANDLED IT.	
TELL ME ABOUT A TIME YOU WERE PART OF A TEAM THAT ACCOMPLISHED SOMETHING. WHAT WAS YOUR ROLE? HOW DID YOU CONTRIBUTE?	
HAVE YOU BEEN ON A TEAM WHERE OTHERS WEREN'T "PULLING THEIR WEIGHT"? WHAT DID YOU SAY/DO?	
GENERALLY SPEAKING, DO YOU USUALLY PREFER TO WORK ALONE OR WITH OTHERS TO GET SOMETHING DONE?	
AT FUEL MART OUR CUSTOMERS ARE OUR FIRST PRIORITY. AS A CUSTOMER, HAVE YOU SEEN AREAS WHERE WE COULD IMPROVE?	
DESCRIBE WHAT YOU WOULD DO TO MAKE A CUSTOMER FEEL WELCOME.	
TELL ME ABOUT A TIME YOU HELPED TO CALM AN ANGRY PERSON YOU HAD TO DEAL WITH.	
HOW WOULD YOUR BEST FRIEND DESCRIBE YOUR PERSONALITY?	
IF YOU ARE HIRED, WHAT DO YOU THINK YOUR MOST IMPORTANT JOB WOULD BE?	
TELL ME WHY YOU ARE THE BEST CANDIDATE FOR THIS JOB.	
DO YOU HAVE ANY QUESTIONS ABOUT FUEL MART OR THE POSITION YOU ARE APPLYING FOR?	

IF YOU WOULD LIKE TO CONSIDER THE CANDIDATE LET THEM KNOW THAT THEY MAY BE CONTACTED BY PHONE OR EMAIL FOR A SECOND INTERVIEW. VERIFY THAT THEIR EMAIL IS CORRECT AND THAT THEY HAVE THEIR PASSWORD TO PEOPLEMATTER.

ADDITIONAL COMMENTS:

Scan all pages of the Interview Guide, Essential Job Functions and Math Test into Peoplematter when interview is complete.

FUEL MART RETAIL EMPLOYEE

ESSENTIAL JOB FUNCTIONS QUESTIONNAIRE

(To be completed by applicant)

	Yes	No
Applicant can read and interpret company paperwork and printed material, vendor invoices and related documents. Applicant can write legibly with a pencil or pen.		
Applicant has math skills including counting, addition, subtraction, multiplication, division and percent calculation. Applicant can operate standard ten key calculator with speed and accuracy.		
Applicant can maintain an organized work area, including a filing system for important documents.		
Applicant can push keys on the register with speed and accuracy and can remember layout of keys on the register.		
Applicant can count money accurately and can determine the correct amount of change when making customer sales.		
Applicant can accept customers' money across counter and place it in the register drawer.		
Applicant can lift merchandise and place it into carry bag.		
Applicant can speak clearly in English to people in store, over intercom, or on the telephone.		
Applicant can hear and understand English whether speaker is inside store, at the fuel island speaking into an intercom, or on the telephone.		
Applicant can see people and vehicles at the fuel island and people in the store.		
Applicant can lift 25 pounds and carry for 50 feet and place on shelf located 5 feet above the floor.		
Applicant can stand or walk for the majority of a work day.		
Applicant can withstand extreme heat to inspect the lot for litter and be able to bend down or stoop to pick it up.		
Applicant can withstand extreme cold to enter coolers and freezers to stock product.		
Applicant can see that tank covers are painted the proper colors and repaint when necessary.		
Applicant can visually determine whether a fuel nozzle or pump hose is leaking or needs replaced.		
Applicant can visually determine the presence of water in fuel using water testing gel and a tank stick with a bottom sampler attached.		
Applicant can determine the presence of snow and safely remove it using a snow shovel.		
Applicant can react to a fire by lifting a fire extinguisher weighing 25 pounds and move it to the fire area.		
Applicant can clean restrooms and tolerate exposure to cleaning products.		
Applicant can climb a step ladder to clean windows.		

Applicant's Signature

Applicant's Printed Name

Date

Disclaimer:

The list of requirements, duties and responsibilities is not exhaustive but is merely the most accurate list for the current job. Management reserves the right to revise the job description and to require that other tasks be performed when the circumstances of the job change (for example, emergencies, changes in personnel, workload or technical development.) Nothing herein shall be construed as a guarantee of employment.

MATH TEST AND COMPREHENSION

1. $\$20.00 - \$5.65 =$ _____
2. $\$15.00 - \$12.13 =$ _____
3. $\$10.00 - \$8.32 =$ _____
4. $\$5.00 - \$3.82 =$ _____
5. $\$1.50 \times 3 =$ _____
6. $\$2.75 \times 2 =$ _____
7. $\$1.65 \times 4 =$ _____
8. $\$9.75 \div 3 =$ _____
9. $\$10.00 \div 4 =$ _____
10. $\$6.00 + 1.58 + .72 =$ _____
11. $333 + 156 + 275 =$ _____
12. $250 + 175 + 83 =$ _____
13. $1,150 + 425 + 310 =$ _____
14. $10.00 \times 6.5\% =$ _____
15. $200 \times 50\% =$ _____

16. A customer purchases \$15.00 worth of gas and two packs of cigarettes worth \$5.48 each. How much should you charge the customer?

17. A customer purchased 75 gallons of diesel. You accidentally charged him for the Credit Price of \$3.909/Gallon instead of \$3.879/Gallon. Your manager instructs you to refund him the amount you overcharged him. How much do you owe the customer?

18. A customer's purchases total \$12.17. The customer hands you a twenty dollar bill and one quarter. You accidentally type in \$2025.00, the register shows that you owe the customer \$2012.83. How much change should you give back?

19. A customer purchased \$6.75 worth of gas, three candy bars at \$1.39 each, and a pack of cigarettes for \$6.20. What is the amount you should charge the customer?

20. If the customer in the previous question paid for their purchases with a \$20.00 bill, how much change should you give back?
