

INTERVIEW GUIDE

FOH SUPPORT



CANDIDATE HAS ALREADY...

completed an application passed the SEAA been invited to a second interview

NAME

DATE

POSITION

ROUND 1 QUESTIONS

What makes you the best candidate for this position?

What's the difference between service and hospitality?

What does it mean to hustle?

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ROUND 1 DEMONSTRATION

A Clean Sweep. Prepare a table to be cleared with an amount of dishes that can be carried. Put a bus tub in the room. Ask the candidate to clear the table, do a lap around the dining room, and place the dishes in the bus tub. Plant some trash on the floor. Do they pick it up?

SO FAR SO GOOD? MOVE ON. IF NOT, POLITELY DECLINE.

ROUND 2 QUESTIONS

If you overhear a guest in a server's section with a complaint or issue, what do you do?

Describe a situation at work when you went above and beyond.

Are you used to using trays?

ROUND 2 DEMONSTRATION

Set the Table. Prepare 6 unpolished forks and knives and 6 napkins. Ask the candidate to make 6 roll-ups and set a 4 top with the roll-ups and water glasses. You may demo 1 roll-up if they ask.

HIRE OR POLITELY DECLINE WITHIN 24 HOURS.

