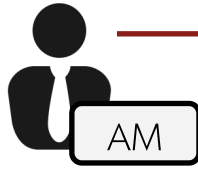


INTERVIEW GUIDE

ASSISTANT MANAGER



NAME

DATE

ROUND 1 QUESTIONS

What is motivating you to consider this position?

Give me a brief overview of your background and work experience. (Review job titles, main responsibilities, and reason for leaving.)

Tell me how you create an exceptional Guest experience.

INTERVIEW GUIDE ASSISTANT MANAGER

ROUND 1 QUESTIONS, CONT.

Tell me about a time when you had an issue with food cost or alcohol cost.

How did you find out there was an issue?

What did you do?

What was the outcome?

ROUND 1 SCENARIOS

It's Friday night at 7 pm, three people deep at the bar, with a 20 minute wait at the door. You just watched a 2 year employee stuffing a bottle of liquor into their backpack. This employee also happens to be a relative of the owner, a key holder, and a closer tonight. The employee begs for forgiveness and asks that it be swept under the rug.

Address me as if I am that employee.

A server just informed you they overheard a guest complaining about the size of their meal. The guest hasn't mentioned anything directly to staff.

Tell me your first steps, then role-play your table approach with me.

INTERVIEW GUIDE ASSISTANT MANAGER

ROUND 2 QUESTIONS

If you see a dusty ledge, are you more likely to wipe it down yourself or ask someone to do it? Why?

Tell me about how you would spend the first 20 minutes after you arrive for a shift.

Describe how you would handle a situation in which a team member doesn't follow a standard, such as not using a tray to run drinks or eating in the back hallway.

What would you do if you saw a BOH team member checking their phone on the line, right next to the chef?

Tell me what you think of the phrase, "Those people just couldn't be made happy."

INTERVIEW GUIDE ASSISTANT MANAGER

ROUND 2 SCENARIOS

A 6 pm 4 top reservation arrives, and one of the guests is in a wheel chair, a detail the host missed. They will need more space, and there isn't an appropriate table available. At 6:20 the guest becomes visibly irritated.

Address me as if I am that guest.

(Set up a bottle of wine along with all glasses and tools necessary.)

Serve that bottle of wine to me as if I were a guest.

HIRE OR POLITELY DECLINE WITHIN 24 HOURS.