

INTERVIEW GUIDE

GENERAL 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 about a time when you were instrumental in helping a manager under your supervision develop into a leader.

Tell me how you create an exceptional Guest experience.

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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.

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ROUND 2 QUESTIONS

How do you lead the sales-driving initiatives in your restaurant?

Tell me about a time where you had to execute a policy or process change.

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 an assistant manager 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."

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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.

(Prepare a sample P&L.)

There is no "smoking gun" in this sample P&L, but there are a few interesting things going on. Please take 5 minutes to look it over and then present to me your analysis.

(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.