

## Shop Manager Interview Questions

1. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

2. Provide an experience in which you assigned work schedules. How did you ensure quality and timely delivery of service?

3. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

4. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

5. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

6. What is the key to success when communicating with the public.

7. Share an experience you had in dealing with a difficult person and how you handled the situation.

8. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

9. Tell me about a recent experience you've had working with your hands.

10. How do you stay fit in order to perform physical activities that are required in the workplace?

11. Tell me how you organize, plan, and prioritize your work.

12. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

13. Share an experience when you applied new technology or information in your job. How did it help your company?

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14. Give me an example of when you thought outside of the box. How did it help your employer?
15. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
16. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
17. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
18. Please share an experience in which you presented to a group. What was the situation and how did it go?
19. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
20. Name a time when your patience was tested. How did you keep your emotions in check?
21. Provide a time when you dealt calmly and effectively with a high-stress situation.
22. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
23. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
24. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
25. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
26. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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27. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

28. Share an experience in which your willingness to lead or offer an opinion helped your company.

29. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

30. Provide an example when your ethics were tested.

31. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

32. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

33. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

34. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

35. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

36. Provide an example of when you were persistent in the face of obstacles.

37. Provide an experience in which you directed and/or coordinated the activities of workers. What methods made you successful?

38. Share an effective method you have used to ensure conformance to established standards.

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39. What is the most challenging part of budgeting for you?
40. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
41. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
42. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
43. Share an experience in which meeting with managers helped you to stay informed of changes affecting operations.
44. Describe an effective method you have used to ensure quality service and that workers comply with specifications.
45. Provide an experience in which you successfully trained workers. What made you successful?
46. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
47. Provide an experience in which customer/guest feedback helped you to improve service efforts.
48. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
49. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
50. Share an effective method you have used to inform customers of events and activities.
51. What is the state of your records and reports? Name one thing you would like to improve.

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52. Share an experience in which you resolved a difficult customer complaint.
53. Name a time when your creativity or alternative thinking solved a problem in your workplace.
54. Provide an experience in which collaborating with staff members helped you to effectively plan and/or develop a program, schedule, and/or menu.
55. Describe a time when you successfully provided personal assistance to a coworker or patron.
56. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
57. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
58. Share an experience in which you effectively used disciplinary action to address a performance problem.
59. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
60. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
61. Provide an experience in which you successfully recruited and/or hired staff members.
62. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
63. Share an effective method you have used to stay abreast of industry trends and developments.
64. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
65. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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66. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?
67. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
68. Share an experience in which you successfully directed customer recruitment efforts.
69. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
70. Would you consider analyzing data or information a strength? How so?
71. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
72. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
73. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.