

## 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.