Store Manager Assessment Guide
In-Person Assessment

Part I   **One-On-One Assessment**

> **Purpose:** Determine the competence of the candidate.
>
> **Process:**
> ✓ Begin by briefly re-capping what was discussed in the phone assessment about the candidate's current position and the significant accomplishments.
> ✓ Indicate that you will be taking notes.
> ✓ Proceed with the following questions.
> ✓ As in the phone assessment, ask follow up questions to ensure you have a clear understanding of the candidate's past performance.

Candidate: _____   Date/Time: _____   Conducted by: _____

SUCCESS COMPETENCY	QUESTIONS	NOTES
Use effective personnel management skills to hire, counsel and coach employees	✓ Describe the most challenging direct report you've ever supervised. What did you do to meet that challenge? ✓ As manager, what will you do to build an effective team? ✓ Describe your management style. ✓ Give an example of when your management style was ineffective? What did you do?	
Supervise the ordering of all products and supplies	✓ Describe your process for ensuring adequate supplies. ✓ What would you do if supplies ran short?	
Train supervisors and oversee training of front line staff	✓ What did you do to ensure all staff were adequately trained?	
Balance multiple priorities of store, giving equal attention to all aspects of operations	✓ Describe a time when you dealt effectively with multiple priorities.	
Institute and maintain means of dealing with security issues.	✓ You have heard from one of your best employees that the front liner on 3rd shift has been taking product without paying for it. What would you do?	
Delegate the day to day store operations to supervisors.	✓ What process do you use to delegate tasks to your staff?	