Star Selection Interview Guide
for CSRs and Delivery Experts

A Comprehensive Tool to Help Managers Select Exceptional Team Members

Applicant: ________________________________

Position: _________________________________

Date: ________________ Store #: ____________

Interviewer: ______________________________
## Prior to Interview

Make sure the interview is set up at an appropriate time and in a clean environment.

Make sure to pick ahead of time which questions you will be asking. You should ask at least one question from each section. You can always ask more than one, but you don’t have to ask them all.

Are there lapses between jobs? If so, be sure to find out why.

## Opening the Interview Checklist

Thank the candidate for their interest in Domino’s Pizza.

Provide some limited small talk to reduce candidate nervousness.

Explain the purpose of the interview and what will happen:
- Length of interview
- Note-taking
- Interruptions
- I vs. We statements

Tell the candidate that they will have a chance to ask questions at the end of the interview.

Discuss salary guidelines and expectations.

## Warm Up Questions

These informal questions should ease the candidate into the interview process and prepare them for the more difficult questions during the rest of the interview.

### Select question(s) to ask.

1. What is it that interests you about working at a Domino’s Pizza store?

   Notes:

2. Give me one or two examples of things you have done that demonstrate you would work well in this job.

   Notes:
### Background Knowledge

**How late are you willing to work on weekdays? On Weekends?**

**Notes:**

### Independent Judgment & Decision Making

These questions allow a candidate to demonstrate that they know and understand how to improve their own efforts when falling short of a goal or objective.

**Key Actions**
- Receives feedback positively; develops a plan and takes immediate steps to correct and improve.
- Demonstrates the ability to learn and the desire to improve skills and grow abilities.

**Select question(s) to ask.**

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1-</td>
<td>Tell me about a situation where you either made a mistake at work or you didn’t know what to do and there was no one available to help you.</td>
</tr>
<tr>
<td>2-</td>
<td>Tell me about a time when you were under pressure and made an important decision – on your own – either at work, school or in your personal life. Follow-up question: What resulted from the decision?</td>
</tr>
<tr>
<td>3-</td>
<td>Give me an example of when you made the right decision despite pressure to do otherwise. Follow-up questions: What was the situation? What resulted from your actions?</td>
</tr>
</tbody>
</table>

**Situation / Task:**

**Action:**

**Result:**
**Delivery Experts / CSRs**

<table>
<thead>
<tr>
<th>Customer Service</th>
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<tbody>
<tr>
<td>These questions allow a candidate to demonstrate that they know and understand how to positively impact business through effective customer relations.</td>
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</tbody>
</table>

**Key Actions**
- Knows and consistently applies a WOW mentality.
- Empowers his/her team to ensure exceptional customer service at all times.

**Select question(s) to ask.**

1- Tell me about a time when you dealt with a customer who was angry and had a valid complaint.

2- Tell me about a time when you did everything right but were not treated fairly by a customer.
   Follow-up question: Tell me what you did the next time you saw that customer or what you would do.

3- Describe a time when you made the right decision for the customer even though it meant more work for you.
   Follow-up question: How did this benefit the customer and how did it make your life tougher?

**Situation / Task:**

**Action:**

**Result:**

- **Effective Answer** – Provides examples of taking time to understand customer’s needs, not getting angry, giving extra effort to win over and satisfy customer, going above and beyond, involves supervisor when appropriate.
- **Ineffective Answer** – Ineffective Answer - Example(s) demonstrate blaming the customer, taking actions that escalate the conflict, tells customer they were wrong, fails to take actions to satisfy customer, blames policies or believes they “did not have the authority,” did not involve supervisor when appropriate.

**REMEMBER: STAR** means Situation or Task, Action and Result. Make sure you get an answer for each question you ask in the interview process. If they have not been in the situation, ask for examples of similar situations or “what would you do?”
### Closing of Interview Checklist

<table>
<thead>
<tr>
<th>Questions to ask.</th>
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</thead>
<tbody>
<tr>
<td>“Is there anything I haven’t asked which you might want to tell me that would show you are fit for this job?”</td>
</tr>
<tr>
<td>“Is there anything you would like to ask me?”</td>
</tr>
</tbody>
</table>

- Share the cultures and values of Domino’s Pizza with the candidate.
- Conduct a Realistic Job Preview while giving a store tour and allow time for the candidate to observe the store environment.

**To close the interview**

“Thank you for interviewing with Domino’s. We will contact you if we are interested no later than ____________.”
Domino’s Pizza
Vehicle Inspection Checklist

(Please Print)

Store Number ____________________________ Date ____________________________

Driver’s Name ____________________________________________________________

Vehicle Owner’s Name ____________________________ Year, Make & Model ________

License Plate Number ____________________________ State ______________________

Driver’s License Number ____________________________ State ______________________

Insurance Company ________________________________________________________

Policy Number ____________________________ Expiration Date ______________________

The following items are in good repair and functioning properly:

<table>
<thead>
<tr>
<th>Vehicle Functions</th>
<th>Yes</th>
<th>No</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brakes (pedal pressure)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Both taillights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Windshield and wipers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Horn</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turn signals</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Back-up lights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Both headlights (hi &amp; low beam)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tires (safe tread depth)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Brake lights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Safety belt</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>B7 valid state registration</td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

I will not use this vehicle for business purposes for Domino’s Pizza until my vehicle passes this inspection. I assume all responsibility for correcting every deficiency shown by this inspection as well as getting the vehicle re-inspected by my employer prior to using it for my duties of employment.

Driver Signature ________________________________________________________

Inspecting Person’s Signature ____________________________________________

Inspecting Person’s Title (circle appropriate) Store Manager Assistant Manager Supervisor Other

NOTE: This checklist is not intended to replace extensive mechanical inspections. The vehicle operator is responsible for the safe operating condition of his/her vehicle. This checklist describes the general operating condition of the vehicles surveyed at the date indicated above.

TEAMING UP FOR YOUR SAFETY!
Applicants must provide two references from previous job experience or one job and one non-family member reference. This information will be used as part of the selection process. **Two references are required in order to qualify for an opportunity for employment.** If the applicant has previously been employed with Domino’s Pizza, please contact your local PeopleFirst representative.

### First Reference Check

<table>
<thead>
<tr>
<th>COMPANY:</th>
<th>REFERENCE COMPLETED BY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPOKE WITH:</td>
<td>DATE:</td>
</tr>
<tr>
<td>TITLE:</td>
<td>TELEPHONE:</td>
</tr>
</tbody>
</table>

1. Can you verify that the former employee worked from ________________ to ________________?  
   When did he/she work?  
   YES  NO

2. Can you verify the position that the applicant held was ________________? If not, what was it?  
   YES  NO

3. Can you verify that the applicant left the job voluntarily? Why did he/she leave the job?  
   YES  NO

4. Can you verify if the applicant is eligible for rehire? Why or why not?  
   YES  NO

5. Can you verify if the applicant regularly came into work on time?  
   YES  NO

6. Can you verify if the applicant worked well with co-workers?  
   YES  NO

7. Is there anything else you can tell me that will help in my hiring decision? What?

### Second Reference Check

<table>
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