



1. What made you decide to pursue a position in management?
2. What type of impact do you hope you'll make as a manager?
3. What are some characteristics of a great leader?
4. What leadership skills do you currently possess that you feel you can bring to our management team?
5. If you overheard two employees joking about another employee, how would you handle it?
6. Tell me about a time you had to deal with a customer complaint. How did you handle it? What was the most difficult part of making the customer happy?
7. How will you be a positive role model for our Crew?
8. What do you currently see as the biggest opportunity for our restaurant? (Training, service times, food cost, staffing, cleanliness, etc.) What ideas do you have to improve these issues?
9. As a manager, it is your responsibility to correct and coach when you see an opportunity - such as incorrect procedures. How comfortable are you with doing this?
10. What reservations do you have about becoming a Shift Leader?
11. What do you think is the best part about being a Shift Leader?