

Interview Guide

General Questions - Any Candidate

Ask the candidate:	Green Flags:	Yellow Flags:	Red Flags:	Probing Questions:
What made you choose McDonald's when looking for a job?	Enthusiasm in McDonald's as a brand, learning new skills, or working in a fast paced environment	"Not really sure" - this is common for someone re-entering the work force, a first time job-seeker, or someone changing career paths entirely.	"Just looking for a job", you're the only placed that called them, etc.	What do you know about the job duties?
What parts of the job do you think you would enjoy the most?	Someone who has an understanding of what the role entails - adaptability, open-mindedness, quick thinking, flexibility, etc.	"Not really sure" - this is common for someone re-entering the work force, a first time job-seeker, or someone changing career paths entirely.	"Seems easy" or "the pay" - the pay is not necessarily a red flag, but if they can't identify any other reason to work for you they are likely not going to be driven or dedicated	Do you have any experience with ____?
What skills or characteristics do you have that make you believe that you'd be a good fit for this position?	Team player, self driven, interested in building a career, etc.	"Not really sure" - this is common for someone re-entering the work force, a first time job-seeker, or someone changing career paths entirely.	Someone that tells you how great they would be at a task but can't elaborate on how or why they would be.	I have a few other candidates to interview. What makes you stand out from them?
What kind of things would you dislike to do?	Someone who is up for anything!	If someone does not want to work in a specific station (ie; grill, front, etc), ask follow up questions to determine why. Candidate may be lacking confidence in their ability to work in that station (ie; shy around strangers, etc). This does not mean they won't be a good fit anywhere else. Often, once they start and build the knowledge and confidence, they are able to be cross	"Absolutely refuse to..." "There's no way I'm going to..."	Have you had any experience with doing ____? Is it something you may be open to in the future, given proper training?
Tell me about a time that you were part of a team (sports, school project, work team, etc.) and you accomplished something great. What did your team do to accomplish that task?	Someone who can enthusiastically tell you about their experience working with others. Someone who can share how the team worked together to accomplish their goal.	Someone who has never been part of a team - first try providing examples of types of team work and if they have truly never worked with a team, move on to next questions.	Someone who can only tell you about their own contributions or that uses a lot of "I" statements rather than "We". This is someone who likely does not work well with others.	What was your role on that team?
Please tell me about your previous work or volunteer experiences. Start with your first significant experience and bring me up to today.	Has learned from past job or activities, has strong or relevant experience, is not overly negative about previous employers	No work/volunteer history - use your best judgment. Did this person spend the last 20 years raising a family? Are they looking for their first job as a teenager?	Someone who takes the opportunity to bash previous employes in an unprofessional way.	What was your favorite part of the job? What was your least favorite? Listen for clues that this person may or may not be a good fit in our line of work.
Tell me about a time you experienced a major change at school/work/etc. How did you handle that change?	Someone who embraced the change well and was able to adapt fairly quickly.	Someone who says that the change was very difficult (this is NORMAL) to implement and a bit frustrating but that overall they were able to adapt to it.	Someone who hates the change/adjustment and was unable to overcome that change.	How do you think others perceived that change?

Candidates with Prior Experience

Ask the candidate:	Green Flags:	Yellow Flags:	Red Flags:	Probing Questions:
Tell me about an experience that you had with a customer that stands out.	Someone who fondly recalls an experience they shared with a guest that had a positive outcome.	Someone who didn't work with customers at all - ask different questions!	Someone who talks about frustration with customers. Everyone gets frustrated with customers, but it is unprofessional during an interview.	How do you handle difficult or rude customers?
What skills did you pick up at ____ that will help you here?	Listen for skills such as how to work at a fast pace, flexibility, customer service, people skills, punctuality, time management, etc.	A candidate that only thinks of surface level skills such as using a register, production, etc.	A candidate who cannot think of any skills they developed at their last job.	How will you bring those skills here?
Did you have any specific targets or metrics you needed to meet?	Someone that was involved in helping their previous employer meet goals/targets such as service times, sales, etc. Person can describe specific ways they contributed.	Someone who does not have any knowledge of their previous employers' targets. Ask additional questions to confirm they understand.	Someone who talks about the targets and metrics but cannot describe how they helped meet or work toward meeting the targets. Someone who has only negative things to say about the targets.	What motivates you?

High School/College Students

Ask the candidate:	Green Flags:	Yellow Flags:	Red Flags:	Probing Questions:
Who was/is your best teacher and why?	Listen for comments about the teacher's ability to help them learn, keep them engaged, and manage their classroom. This candidate will likely respond well to authority and structure.	Someone who talks about how fun their teacher was - ask additional questions!	Their most fun teacher, teachers who "let them do whatever they want", teachers that do not assign any homework, "easy" teachers, etc. This person may have a hard time responding to authority/structure.	What is one lesson they taught you that stuck/will stick with you?
Tell me about a time you worked on a school project and how it worked out.	Listen for someone who took on a leadership position or that was able to work through challenges.	Someone who ignored conflict within the group and just did their own thing - this person is likely non-confrontational. Candidate may be suitable for a Crew position but likely not in a leadership position.	Someone who simply hates group projects or claims they did all the work but cannot provide detail on what steps they took or how they handled the conflict.	What was the most challenging part of working on this project? What was the outcome?
Do you have plans after graduation?	Someone that knows exactly what they want to do and has it all planned out or someone that is looking to build a career right away.	Someone who isn't sure - that's normal and okay. Ask about hobbies and interests!		

Candidates with Large Gaps in Employment History or Adults That Never Worked Before

Ask the candidate:	Green Flags:	Yellow Flags:	Red Flags:	Probing Questions:
I see that there is a period of time from ____ to _____. Can you tell me about what you were doing during that time frame?	Stay at home parents, taking care of a family member, in school, etc.	Someone that says they worked somewhere but didn't put it on the application - why did they exclude it?!	Someone who cannot explain their gap in work history.	Do you have any reservations about entering the workforce?