

## MBI Interview Guide – Hospitality4

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CANDIDATE: \_\_\_\_\_ Date: \_\_\_\_\_

Job Title: \_\_\_\_\_ Interviewer: \_\_\_\_\_

Education – (Degree, Certifications & Training, Educational Institute, Dates, Graduate: Y/N):

Employment History - (Company, Job Title, Job Duties, Employment Dates, Supervisor's Name, Salary, Reason for Leaving):

- 1.
- 2.
- 3.

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**SKILL ASSESSMENT SCORING:**

- 5 = *Excellent*
- 4 = *Above Average*
- 3 = *Satisfactory*
- 2 = *Below Average*
- 1 = *Unsatisfactory*

**LOCUS OF CONTROL SCORING:**

- I = *Internal*
- E = *External*

**CAREER FIT SCORING:**

*Match / Mismatch*

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**Question 1 – Customer Focus**

**1 2 3 4 5 I E**

Tell me about a specific time when someone asked you for help when you didn't have the time.  
What actions did you take? What was the end result?

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**Question 2 – Communication Skills**

**1 2 3 4 5 I E**

Tell me about a specific time when you had trouble starting a conversation.  
What actions did you take? What was the end result?

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**Question 3 – Attention To Detail**

**1 2 3 4 5 I E**

Tell me about a specific time when you thought you had everything done but were told you missed something.  
What actions did you take? What was the end result?

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**Question 4 – Reliable / Dependable**

**1 2 3 4 5 I E**

Tell me about a specific time when something caused you to be late for work/school repeatedly.  
What actions did you take? What was the end result?

**Question 5 – Handles Pressure**

**1 2 3 4 5 I E**

Tell me about a specific time when you felt you were being pushed too hard.  
What actions did you take? What was the end result?

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**Question 6 – Team Player / Work Well With Others**

**1 2 3 4 5 I E**

Tell me about a specific time when you were on a team that you felt was wasting your time.  
What actions did you take? What was the end result?

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**Question 7 – Multi-Tasking**

**1 2 3 4 5 I E**

Tell me about a specific time when you had people distracting you while you were trying to get your work done.  
What actions did you take? What was the end result?

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**Question 8 – Select JOB SKILL Here:**

**1 2 3 4 5 I E**

Tell me about a specific time when you were in a social situation and knew no one.  
What actions did you take? What was the end result?

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**Question 9 – Select JOB SKILL Here:**

**1 2 3 4 5 I E**

Tell me about a specific time when you discovered a dishonest co-worker or classmate.  
What actions did you take? What was the end result?

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**Question 10 – Select JOB SKILL Here:**

**1 2 3 4 5 I E**

Tell me about a specific time when you had trouble communicating with a manager or teacher.  
What actions did you take? What was the end result?

**CF-Question 1****MATCH**      **MISMATCH**

Out of all the jobs you've held which one was your favorite and why?

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**CF-Question 2****MATCH**      **MISMATCH**

Out of all the jobs you've held which one was your least favorite and why?

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**CF-Question 3****MATCH**      **MISMATCH**

On your last performance evaluation, in which 3 areas were you rated strongest?

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**CF-Question 4****MATCH**      **MISMATCH**

On your last performance evaluation, tell me 2 areas you could improve on.

★ **(LOC)** *What, if anything, have you done to improve upon your weaknesses?*

**I**      **E****CF-Question 5****MATCH**      **MISMATCH**

Tell me about your career goals for the next 2 to 5 years.

★ **(LOC)** *What steps, if any, have you taken toward reaching them?*

**I**      **E****Candidate Assessment: All 3 Must Be "YES" to Meet the MBI Minimum Hiring Standard**

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|---|-----|----|
| 1. Candidate Demonstrated At Minimum Satisfactory '3' Skills (or will train): | YES | NO |
| 2. Candidate Demonstrated A Predominant Internal Locus Of Control:            | YES | NO |
| 3. Candidate Demonstrated A Predominant Career Fit Match:                     | YES | NO |

**RECOMMEND FOR HIRE****YES**      **NO**