



Delivery Expert / Customer Service Representative Interview Guide

Name: _____ Date: _____ Store #: _____

Position: _____

Opening – Thank the candidate for their interest in working in your store; 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; Tell the candidate that they will have a chance to ask questions at the end of the interview; Discuss your store’s compensation guidelines and expectations (*refer to the Company’s Pay Rate Guard Rails*).

1. What interests you about working at Domino’s?

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

3. 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.

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

5. 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?

Dream Team Pizza L.L.C. d/b/a Domino’s is an Equal Opportunity Employer. DTP strictly prohibits discrimination on the basis of age, race, color, national origin, gender, sexual orientation, religion, disability, citizenship, status, or any other category protected by federal, state, or local law. **DTP will not ask any questions that violate any federal, state, or local laws.**



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6. "Is there anything I haven't asked which you might want to tell me that would show you are fit for this job?"

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7. "Is there anything you would like to ask me?"
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For External Candidates: Share the cultures and values with your candidate.

The Company is managed by **four key governing values:**

1. To Be Honest
2. To Live with Integrity
3. To Do Better Today than Yesterday
4. To Be Professional
5. To Practice the Golden Rule

The Company's **goal** is to only hire employees with:

1. Great Attitudes and Integrity
2. High Energy with a Desire to Improve
3. Friendly and Outgoing Personalities with the Desire to "WOW" Our Customers

For External Candidates: Go over the job description and uniform/grooming standards.

Conduct a **Vehicle Inspection** – *Attach vehicle inspection to Interview Guide*

Closing – "Thank you for interviewing with Dream Team Pizza L.L.C. d/b/a Domino's. We will contact you if we are interested no later than _____."

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Vehicle Inspection Checklist

Delivery Driver Candidate Only

**For all new driving candidates & yearly vehicle inspections on current team members in a driving position.*

(Please Print)

Store # _____ 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:

Vehicle Functions	Yes	No	Comment
Brakes (pedal pressure)			
Both Tail Lights			
Windshield and Wipers			
Horn			
Turn Signals			
Back-up Lights			
Both Headlights (Hi and Low Beam)			
Tires (Safe Tread Depth)			
Brake Lights			
Safety Belt			

I will not use this vehicle for business purposes for their store 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's Signature: _____

Inspecting Person's Signature: _____ Title: _____

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Interview Guide: Delivery Expert / Customer Service Representative

Status: Non-Exempt/Hourly

Prepared by: Wyatt L. Guthrie, HRD

Approved by: Wyatt L. Guthrie, HRD

Updated: January 7, 2020

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.

THIS IS NOT A CONTRACT OF EMPLOYMENT WITH DREAM TEAM PIZZA L.L.C. D/B/A DOMINO'S

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