



**Assistant Manager Interview Guide**

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Store #: \_\_\_\_\_

**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 managing at this store?

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

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3. Tell me about a time where your coaching of someone at work made a difference. I would particularly like to hear a time when you were able to bring a poor performer up to standard. Follow up question: How did you do it?

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4. Give me an example of when you turned a negative customer into a positive customer and describe how you did it.

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5. Describe for me a time when you improved a process or procedure that made a positive impact on the business.

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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.**



**Interview Guide:** Assistant Manager  
**Status:** Non-Exempt/Hourly  
**Prepared by:** Wyatt L. Guthrie, HRD  
**Approved by:** Wyatt L. Guthrie, HRD  
**Updated:** January 7, 2020

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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**Assistant Management Development:** “Dream Team Pizza uses a leveled assistant manager system in which new assistant managers begin as a Level 1 Assistant Manager (Technical Expert) and progress to a Level 2 Assistant Manager (Shift Coach), Level 3 Assistant Manager (Leader & Evaluator) and lastly, to a Level 4 Assistant Manager (Store Ready). Each level should take 2-3 periods to complete with 6 workshops. This leveled approach allows team members to achieve strategic training objectives at each level designed to guide the assistant manager on their way of becoming a general manager or experienced leveled assistant manager.”

**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** if the candidate will be driving – *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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