

BRAND ASSOCIATE / SALES ASSISTANT INTERVIEW ASSESSMENT

ABOUT THE CANDIDATE - THESE QUESTIONS ARE NOT SCORED BUT MUST BE ASKED

1.	Tell me about yourself
----	------------------------

SCORED QUESTIONS - THESE QUESTIONS ARE SCORED AND MUST BE ASKED

1.	Why do you want to work for Superdry?
2.	Talk me through your favourite item of clothing?
3.	What do you think makes a great Superdry Brand Associate?
4.	What is exceptional customer service to you?

SCORED QUESTIONS - THESE QUESTIONS ARE SCORED. YOU MUST PICK AT LEAST 3-5 QUESTIONS TO ASK

1.	How would you describe your work ethos?	
2.	Tell me about a time where you went above and beyond to achieve a goal. What challenges did you face? How did you overcome them?	
3.	Can you give an example of a time when you have successfully worked as part of a team?	
4.	Describe a time you had to work with a challenging or difficult situation? How did you overcome the situation?	
5.	Tell us a time you went above and beyond to help a friend, colleague, relative or classmate.	
6.	How would you turn a negative customer experience in to a positive one?	
7.	Tell us about a time that you stepped out of your comfort zone to complete a task or goal?	
8.	How will you ensure you are up to date on the latest Superdry product and sustainability knowledge?	

BRAND ASSOCIATE / SALES ASSISTANT INTERVIEW ASSESSMENT

CANDIDATE NAME		DATE	
RIGHT TO WORK/PRE-EMPLOYMENT CHECK COMPLETED		INTERVIEWER(S)	

ABOUT THE CANDIDATE - THIS QUESTIONS MUST BE ASKED

Tell me about yourself
Drivers and motivators, passion and engagement, experience. This question is not scored.

SCORED QUESTIONS - THESE QUESTIONS MUST BE ASKED

<p>Why do you want to work for Superdry? How would you describe being at your best? Understanding of the brand, clear reasoning, style choices, drivers, and motivators</p>	<p>SCORE (0-3)</p>

<p>Talk me through your favourite item of clothing? Competency/behaviour: Passionate and enthusiastic, style obsessed.</p>	<p>SCORE (0-3)</p>

BRAND ASSOCIATE / SALES ASSISTANT INTERVIEW ASSESSMENT

SCORED QUESTIONS - THESE QUESTIONS MUST BE ASKED

What do you think makes a great Superdry Brand Associate? <i>Competency/behaviour: Customer mindset, passionate, style obsessed, respectful, team work.</i>	SCORE (0-3)

What is exceptional customer service to you? <i>Competency/behaviour: Customer mindset, passionate, style obsessed, respectful, team work.</i>	SCORE (0-3)

SCORED QUESTIONS - YOU MUST PICK AT LEAST 3-5 QUESTIONS TO ASK

How would you describe your work ethos? <i>Competency/behaviour: Customer mindset, passionate, style obsessed, respectful, team work.</i>	SCORE (0-3)

Tell me about a time where you went above and beyond to achieve a goal. What challenges did you face? How did you overcome them? <i>Competency/behaviour: Self-motivated and driven, growth mindset.</i>	SCORE (0-3)

BRAND ASSOCIATE / SALES ASSISTANT INTERVIEW ASSESSMENT

SCORED QUESTIONS - YOU MUST PICK AT LEAST 3-5 QUESTIONS TO ASK

<p>Talk me through an example of a time where you have successfully worked as part of a team. Competency/behaviour: Works as part of a team, respectful and inclusive.</p>	<p>SCORE (0-3)</p>

<p>Describe a time you had to work with a challenging or difficult situation? How did you overcome the situation? Competency/behaviour: Growth mindset, self motivated and driven</p>	<p>SCORE (0-3)</p>

<p>Tell us a time you went above and beyond to help a friend, colleague, relative or classmate. Competency/behaviour: Customer mindset, self motivated, driven, respectful and curious</p>	<p>SCORE (0-3)</p>

<p>How would you turn a negative customer experience in to a positive one? Competency/behaviour: Customer mindset, respectful, active listening and patience.</p>	<p>SCORE (0-3)</p>

BRAND ASSOCIATE / SALES ASSISTANT INTERVIEW ASSESSMENT

SCORED QUESTIONS - YOU MUST PICK AT LEAST 3-5 QUESTIONS TO ASK

<p>Tell us about a time that you stepped out of your comfort zone to complete a task or goal? <i>Competency/behaviour: Growth mindset, self-driven, motivated and curious</i></p>	<p>SCORE (0-3)</p>

<p>How will you ensure you are up to date on the latest Superdry product and sustainability knowledge? <i>Competency/behaviour: Curious, growth mindset, self-motivated, passionate and enthusiastic</i></p>	<p>SCORE (0-3)</p>

ADDITIONAL TASK - SELECT 1 TASK

Use the team try out tasks and tailor to your interview process

Activity	Comment	Score
<p>Say What? <input type="checkbox"/></p> <p>Style Obsessed <input type="checkbox"/></p> <p>Pitch It <input type="checkbox"/></p>		

BRAND ASSOCIATE / SALES ASSISTANT INTERVIEW ASSESSMENT

Questions from candidate

FEEDBACK AND OUTCOME

Outcome

- Progress to next stage
- Pipeline for future talent: What role and location?
- Rejection

Total Score:

Feedback - please provide feedback on the interview: