

Part-Time Interview Guide



This guide is designed for part-time interviews, with a primary focus on behavioral interviewing techniques.

- Seasonal candidates will ask questions 1-3 and 9, and will be provided with 10. (All PT Questions)
- Regular PT Sales Associate candidates will ask questions 1-5 and 9, and will be provided with 10.
- TSL candidates will ask all questions from 1 to 10.
- In group interviews, ask questions 1-3, select either question 4 or 5, 9, and provide 10. Use the Group Interview Quick Guide on page 3.

Notes should be taken to emphasize key takeaways from the responses provided.

- Notify the applicant that you will be taking notes to aid in recalling the information shared.
- Ensure that all notes are professional and concentrate on relevant skills.
- **All notes should be uploaded to Phenom and physical paper copy torn and disposed of.**

All PT Candidates

1 Introduction & Ice-Breaker

Purpose: Build rapport, set a positive tone, and understand the candidate's background.

- Invite them to follow along as you complete tasks and interact with guests and team members to gauge their reaction, communication and comfort level in the environment.
 - **"Tell me a bit about yourself and what interests you in working at Rally House."**

2 Availability & Schedule Flexibility: Confirm the candidate's availability aligns with the store's needs, especially during weekends, holidays, and peak seasons.

- **"What does your availability look like, particularly on evenings, weekends, and holidays, and when do you see this changing?"**

3 Customer Service, Communication & Sales Skills: Gauge experience and skills related to creating a welcoming, helpful shopping experience. Assess communication style, approach to sales, and ability to upsell or recommend additional items.

- **"How would you describe excellent customer service, can you give me an example?"**

Regular PT Team Members

4 Knowledge of Sports & Fan Culture: Understand the candidate's familiarity with sports and fan enthusiasm, which can enhance their relatability with customers.

- **"What teams do you follow, and how do you keep up with them- any plans to attend home games?"**

Regular PT Team Members

5 Teamwork, Adaptability & Culture: Evaluate their collaboration skills and flexibility to meet shifting demands in a fast-paced environment.

- **"Tell me about a time when you worked as a part of a team to meet a goal. What was your role, and how did the team achieve success?"**

TSL Questions

6 Leadership Experiences: Can they engage with the team as a leader and ensure accountability and customer service by engaging with the team.

- **"How would you describe your leadership style, can you provide an example?"**

7 Team Delegation: Evaluate delegation skills, self-awareness and ability to "fail forward."

- **"Tell me about a time when you had to delegate tasks and it didn't go well, what did you learn?"**

8 Career Development Goals: Explore desire and long-term fit (2+ years) with Rally House

- **"What are your long-term goals, and how do you think this Team Sales Lead position will help you progress towards them?"**

All PT Candidates Conclusion

9 Closing Questions: Allow the candidate to ask questions and determine their enthusiasm and interest.

- **"What questions do you have about Rally House, the role, or our team?"**

10 Next Steps: Outline the hiring timeline and what the candidate can expect in terms of follow-up.



Reminder: The interviewer must **upload** these notes and **dispose** of the paper copy properly.

Group Interview Quick Guide

Purpose

Efficiently evaluate multiple candidates at once while maintaining fairness, consistency, and a positive brand experience.

Where to Hold the Interview

- Choose a quiet, low-traffic zone on the sales floor, avoid registers, doors, and busy aisles.
- Position attendees in a semi-circle so candidates can see you and each other.

Opening the Session

- Welcome the group and outline the flow of the interview.
- Set expectations:
 - Everyone will receive equal time, answers should be concise (about 1 minute). Advise candidates that you will be taking notes
 - The pace will be fast, and questions will rotate.

Guidelines for Keeping Pace Fair

- Cap responses at 1 minute per person, rotate who answers first to avoid dominance, redirect candidates politely if they go off track or talk too long.
- Keep momentum with brief acknowledgments and smooth transitions.