



USE OVERVIEW: Rally House Store Management Interview

The following is an overview of the Store Manager Interview Form to better understand the purpose of each question and what you should look for in the applicant's response.

You may not use all of the sample questions during the interview. Consider what top qualities you need to enhance and add to your already existing management team and identify questions to use that would support identifying that candidate.

If the candidate provides a response that you are concerned with, follow up questions may need to be used in addition to the initial questions to further understand the behaviors of a candidate. One or two red flags does not always indicate that an applicant is not a candidate worth considering. Determine what areas of concern you may be able to coach and develop, versus other qualities that you must have in a candidate.

+, +/-, - Response Scale: Use this to measure a candidate's responses as well as compare candidates fairly to determine the best person for the job.

Upon Completion of the Interview: In Paycom in the Applicants Profile under 'Notes', include a bulleted outline of Strengths and Opportunities

Retail Experience: What is your experience in retail? Please describe your current role and responsibilities.

(Only go back 5 years for experience and examples. 5 – 8 min, ask only about roles/companies that are similar to Rally House skills, current/relevant to retail, what they have done and how it relates to Rally House (i.e. Volume, complexity of operation, merchandising and specifically apparel merchandising, after this review RH expectations: Customer Experience, Execution, Staffing, SM Schedule, Operational tasks, Merchandising, and Hot Market – can they manage high service and operations)

Personality/Integrity: What was the reason for leaving your previous job or considering leaving? Why Rally House?

(Looking for someone who shows a level of commitment to their previous job(s) and if they left on good terms or not. Someone who has less than 1 – 2 years at multiple employers may not be committed to staying with a company. Find out what they are looking for to commit more long term. There are good reasons like moving, want more, company is in trouble, been in Rally House and love it. Red Flags: Conflict with others, WLB, job expectations flag.)

Organization: How do you stay organized and what tools do you use? Please provide an example.

(Looking for someone that writes it down. Plans for the day, week, and month. We are looking for examples, not just answers. If a candidate replies with 'post-its', a 'planner' or other organization tool, ask them to describe how those things work for them day to day/week to week and walk you through how they use them. We are looking for how they stay organized Red flags: I remember it all or just lists the company information.)

Leadership: How would others describe your leadership style?

(Looking for hands on, delegate and follow up, willing to do it and show them. Fair and consistent. Train and then coach. People first leader. Red flags: Mother hen, treat them like friends, hard to manage XX style or people.)

Priorities: What are the top three priorities for your store as a Store Manager?

(Customer experience, Staffing and the team, Operational excellence. Some versions of that. Red flags: Fail to mention service or operations and some part of neat, clean, organized or merchandising)

Coaching: Think of your last shift and describe a coaching opportunity where someone was doing what was asked. Describe the situation, what the conversation sounded like and what was the outcome?

(Looking for specific coaching examples, ask names. What were they doing that did not meet the expectations? If they use credit, capture, or attendance ask for another example. Red flag: everyone is good, my team is great, I don't have to follow up much.)

Self-Awareness: What is YOUR biggest challenge in your current position? If given the opportunity, how would you resolve these challenges?

(Looking for feedback they have received to grow, or what they are working on from a development perspective. Not a store task. Red flag: Digs deep into their issues and feedback that we can see maybe they have a performance issue.)

Planning Feedback: Tell me about a time you received feedback. Describe the way it was given to you and the actions you took moving forward because of it. *(How do they take feedback and use it? What style of communication do they do best with and do they have a learners mindset.)*

Current Team Member: What are three things you would love to improve in your store?

Wrap Up Questions *(at about 5 – 10 minutes left in the interview)*

Pay Rate: What are your salary expectations?

(We require a recommendation from you in the recap. Do not veer from the above question, as each state has its own rules when asking about salary. This verbiage will keep each district compliant with their states rules and regulations.)

Availability: If you were offered the position how soon would you like to start? Date: _____

Wrap-up: Thank you for your time today. What questions can I answer for you?

(If you are sure it's a yes and you and the candidate have more time, tell them more about Rally House)

Communication Style: Clear and easy to work for. Not jumping all over the place.

Accountability: Share with me an example of a coaching opportunity that DID NOT improve, and performance management was needed.

(Looking for accountability; what did they coach that did not get better and what was that outcome. If they use credit, capture, or attendance ask for another. Red flag: They always got better. Can't speak to real performance issues.)



Rally House Store Management Interview Guide

Yes/No
Pay Rate:

Refer to the USE OVERVIEW for expectations of using the interview form and the purpose of each interview question.

Candidate Name:	Store:	Response Scale
Date:		(+, +/-, -)
Retail Experience: What is your experience in retail? Please describe your current role and responsibilities.		
Notes:		
Personality/Integrity: What was the reason for leaving your previous job or considering leaving? Why Rally House?		
Notes:		
Organization: How do you stay organized and what tools do you use? Please provide an example.		
Notes:		
Leadership: How would others describe your leadership style?		
Notes:		
Priorities: What are the top three priorities for your store as a Store Manager?		
Notes:		
Coaching: Think of your last shift and describe a coaching opportunity where someone was doing what was asked. Describe the situation, what the conversation sounded like and what was the outcome?		
Notes:		
Accountability: Share with me an example of a coaching opportunity that DID NOT improve, and performance management was needed.		
Notes:		

Self-Awareness: What is YOUR biggest challenge in your current position? If given the opportunity, how would you resolve these challenges?	
Notes:	
Feedback: Tell me about a time you received feedback. Describe the way it was given to you and the actions you took moving forward because of it.	
Notes:	
Current Team Member: What are three things you would love to improve in your store?	
Notes:	
Wrap Up Questions <i>(at about 5 – 10 minutes left in the interview)</i>	
Pay Rate: <ul style="list-style-type: none"> • MI, OH, IL, PA, NJ & MO: What are you looking for in an hourly rate? • IN, IA, KS, KY, OK & TX: What are you currently making and where do you need to be to accept a new role? <i>(We require a recommendation from you in the recap. This discussion should be had in the screening from HR, all DM and up interviews.)</i>	Include response here:
Availability: If you were offered the position how soon would you like to start? Date: _____	
Wrap-up: Thank you for your time today. What questions can I answer for you? <i>(If you are sure it's a yes and you and the candidate have more time, tell them more about Rally House)</i>	
Communication Style: Clear and easy to work for. Not jumping all over the place.	
Interview Recap	
Response Scale Average: <i>(+, +/-, - scale is a guide to help provide unbiased insight to the final decision to hire, rather than how you 'feel' at or during the interview, it is a concrete average measure of the interview as a whole. The final decision does not have to be made based on this Scale Average.)</i>	

Additional Notes:

Upon Completion of the Interview: In Paycom in the Applicants Profile under 'Notes', include a bulleted outline of Strengths and Opportunities