



Team Captain Interview Guide

THE PLAY: Use this guide to prepare for and conduct a consistent, compliant, and effective interview.

CANDIDATE INFORMATION		RATING SCALE		
Name:		+	Strong Evidence	Consistently demonstrates the competency.
Position:		+/-	Mixed Evidence	Demonstrates some aspects but may require coaching.
Date/Time:		-	Limited Evidence	Limited evidence of the competency.

BEHAVIORAL QUESTION Tell me about a time you turned around a guest's experience after something didn't go as planned.												
Primary Competency: Guest Centric		Secondary Competency: Social										
DEEP DIVE PROMPTS	WHAT TO LISTEN FOR											
- What happened? - How did you approach the guest? - What actions did you take? - What was the outcome?	GUEST CENTRIC ☐ Takes ownership of the guest experience ☐ Anticipates guest needs ☐ Creates memorable interactions ☐ Resolves concerns with confidence	SOCIAL ☐ Builds rapport naturally ☐ Communicates with enthusiasm ☐ Creates positive interactions										
Notes:	OVERALL RATING (circle one) <table border="1"> <tr> <td>+</td> <td>Strong</td> <td>Consistently demonstrates the competency.</td> </tr> <tr> <td>+/-</td> <td>Mixed</td> <td>Demonstrates some aspects but may require coaching.</td> </tr> <tr> <td>-</td> <td>Limited</td> <td>Limited evidence of the competency.</td> </tr> </table>			+	Strong	Consistently demonstrates the competency.	+/-	Mixed	Demonstrates some aspects but may require coaching.	-	Limited	Limited evidence of the competency.
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+/-	Mixed	Demonstrates some aspects but may require coaching.										
-	Limited	Limited evidence of the competency.										

BEHAVIORAL QUESTION Describe a time you helped organize or lead others during a busy shift or event, even if you weren't the manager.												
Primary Competency: Directs Work		Secondary Competency: Social										
DEEP DIVE PROMPTS	WHAT TO LISTEN FOR											
- What needed to happen? - How did you gain cooperation? - How did you prioritize the work? - What was the result?	DIRECT WORK ☐ Gives clear direction ☐ Coordinates work effectively ☐ Maintains productivity ☐ Keeps others focused	SOCIAL ☐ Gains cooperation respectfully ☐ Builds positive working relationships										
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BEHAVIORAL QUESTION Tell me about a time you noticed something wasn't being done correctly and took initiative to fix it.

Primary Competency:

Action Oriented

Secondary Competency:

Directs Work

DEEP DIVE PROMPTS

- How did you recognize the issue?
- What actions did you take?
- Did you involve anyone else?
- What changed?

WHAT TO LISTEN FOR

ACTION ORIENTED

- ☐ Takes initiative
- ☐ Acts quickly
- ☐ Doesn't wait to be told
- ☐ Maintains urgency

DIRECTS WORK

- ☐ Encourages others to help
- ☐ Improves team execution

Notes:

OVERALL RATING (circle one)

+

Strong

Consistently demonstrates the competency.

+/-

Mixed

Demonstrates some aspects but may require coaching.

-

Limited

Limited evidence of the competency.

BEHAVIORAL QUESTION Tell me about a time you helped another teammate improve their performance or confidence.

Primary Competency:

Direct Work

Secondary Competency:

Guest Centric

DEEP DIVE PROMPTS

- What opportunity did you notice?
- How did you approach them?
- How did they respond?
- What was the outcome?

WHAT TO LISTEN FOR

DIRECTS WORK

- ☐ Coaches positively
- ☐ Leads by example
- ☐ Builds confidence

GUEST CENTRIC

- ☐ Connects coaching to serving guest better

Notes:

OVERALL RATING (circle one)

+

Strong

Consistently demonstrates the competency.

+/-

Mixed

Demonstrates some aspects but may require coaching.

-

Limited

Limited evidence of the competency.

BEHAVIORAL QUESTION Describe a time your priorities changed unexpectedly during a shift. How did you respond?

Primary Competency:

Action Oriented

Secondary Competency:

Social

DEEP DIVE PROMPTS

- What changed?
- How did you adjust?
- How did you help others stay focused?
- What was the outcome?

WHAT TO LISTEN FOR

ACTION ORIENTED

- ☐ Flexible
- ☐ Maintains urgency
- ☐ Solves problems quickly

SOCIAL

- ☐ Keeps a positive attitude
- ☐ Helps maintain team morale

Notes:

OVERALL RATING (circle one)

+

Strong

Consistently demonstrates the competency.

+/-

Mixed

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-

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BEHAVIORAL QUESTION Tell me about a time you built strong relationships with your team that helped improve the work environment or results.

Primary Competency:
Social

Secondary Competency:
Guest Centric

DEEP DIVE PROMPTS

- What did you do?
- Why was it important?
- How did others respond?
- What changed?

WHAT TO LISTEN FOR

SOCIAL

- ☐ Builds trust quickly
- ☐ Positive influence
- ☐ Creates an enjoyable team environment

GUEST CENTRIC

- ☐ Understands that strong teams create better guest experiences

Notes:

OVERALL RATING *(circle one)*

+

Strong

Consistently demonstrates the competency.

+/-

Mixed

Demonstrates some aspects but may require coaching.

-

Limited

Limited evidence of the competency.

CLOSING QUESTIONS

AVAILABILITY

This role requires flexibility, including evenings, weekends, and holidays. Can you describe your availability and let me know if you have any scheduling limitations?

Notes:

CAREER MOTIVATION

What interested you most about becoming a Team Captain, and what skills are you hoping to develop in this role?

Notes:

COMPENSATION EXPECTATIONS

To ensure we're aligned, what are your compensation expectations for this opportunity?

Notes:

CANDIDATE QUESTIONS

What questions do you have about Rally House, the Team Captain role, or what success looks like?

Notes:

OVERALL EVALUATION

Use the ratings and notes from each behavioral question to determine the overall rating for each competency.

COMPETENCY

RATING *(Circle One)*

Social

+

(Strong)

+/-

(Mixed)

-

(Limited)

Guest Centric

+

(Strong)

+/-

(Mixed)

-

(Limited)

Action Oriented

+

(Strong)

+/-

(Mixed)

-

(Limited)

Directs Work

+

(Strong)

+/-

(Mixed)

-

(Limited)



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OVERALL RECOMMENDATION	OVERALL COMMENTS
☐ STRONG HIRE ☐ HIRE ☐ HOLD/ADDITIONAL ASSESSMENT ☐ DO NOT HIRE	Notes:

STRENGTHS	DEVELOPMENT OPPORTUNITIES
Notes:	Notes: