



Teammate Interview Guide

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

CANDIDATE INFORMATION	
Name:	
Position:	
Date/Time:	

RATING SCALE		
+	Strong Evidence	Consistently demonstrates the competency.
+/-	Mixed Evidence	Demonstrates some aspects but may require coaching.
-	Limited Evidence	Limited evidence of the competency.

BEHAVIORAL QUESTION	Tell me about a time you went above and beyond to create a great experience for a Guest, Teammate, or someone you were helping.	
Primary Competency: Guest Centric	Secondary Competency: Social	

DEEP DIVE PROMPTS	WHAT TO LISTEN FOR		
- What was the situation? - Why did you decide to help? - What actions did you take? - What was the outcome?	GUEST CENTRIC ☐ Enjoys helping others ☐ Takes ownership ☐ Anticipates needs ☐ Creates positive interactions	SOCIAL ☐ Friendly and approachable ☐ Builds rapport easily ☐ Demonstrates enthusiasm	
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 you worked with others to accomplish a challenging goal or complete an important task.	
Primary Competency: Social	Secondary Competency: Action Oriented	

DEEP DIVE PROMPTS	WHAT TO LISTEN FOR		
- What was your role? - How did you contribute? - What challenges did the team face? - What was the outcome?	SOCIAL ☐ Works well with others ☐ Communicates effectively ☐ Supports Teammates ☐ Builds positive relationships	ACTION ORIENTED ☐ Contributes without being asked ☐ Takes initiative ☐ Helps the team succeed	
Notes:	OVERALL RATING (circle one)		
	+	Strong	Consistently demonstrates the competency.
	+/-	Mixed	Demonstrates some aspects but may require coaching.
	-	Limited	Limited evidence of the competency.



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BEHAVIORAL QUESTION Tell me about a time you noticed something that needed to be done and took care of it without being asked.

Primary Competency:
Action Oriented

Secondary Competency:
Guest Centric

DEEP DIVE PROMPTS

- How did you notice the opportunity?
- What actions did you take?
- How did others respond?
- What happened because you stepped in?

WHAT TO LISTEN FOR

ACTION ORIENTED

- ☐ Self-starter
- ☐ Takes initiative
- ☐ Works with urgency
- ☐ Doesn't wait for direction

GUEST CENTRIC

- ☐ Understands how execution impacts the guest experience.

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 your plans or priorities changed unexpectedly. How did you respond?

Primary Competency:
Action Oriented

Secondary Competency:
Social

DEEP DIVE PROMPTS

- What changed?
- How did you adjust?
- What was most challenging?
- What did you learn?

WHAT TO LISTEN FOR

ACTION ORIENTED

- ☐ Adapts quickly
- ☐ Remains productive
- ☐ Responds positively to change

GUEST CENTRIC

- ☐ Maintains a positive attitude
- ☐ Supports others during change

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 someone gave you feedback that helped you improve.

Primary Competency:
Social

Secondary Competency:
Action Oriented

DEEP DIVE PROMPTS

- What feedback did you receive?
- How did you react initially?
- What changes did you make?
- What was the outcome?

WHAT TO LISTEN FOR

SOCIAL

- ☐ Accepts feedback professionally
- ☐ Demonstrates humility
- ☐ Values learning

ACTION ORIENTED

- ☐ Applies feedback quickly
- ☐ Demonstrates continuous improvement

Notes:

OVERALL RATING (circle one)

+

Strong

Consistently demonstrates the competency.

+/-

Mixed

Demonstrates some aspects but may require coaching.

-

Limited

Limited evidence of the competency.



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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 INTEREST

What interested you in Rally House, and what excites you most about working here?

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 or the Teammate role?

Notes:

OVERALL EVALUATION

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

COMPETENCY

RATING *(Circle One)*

COMPETENCY	RATING <i>(Circle One)</i>		
Social	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>
Guest Centric	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>
Action Oriented	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>

OVERALL RECOMMENDATION

- ☐ STRONG HIRE
- ☐ HIRE
- ☐ HOLD/ADDITIONAL ASSESSMENT
- ☐ DO NOT HIRE

OVERALL COMMENTS

Notes:

STRENGTHS

Notes:

DEVELOPMENT OPPORTUNITIES

Notes: