



Phone Interview Screening

THE PLAY: Use this guide to conduct a consistent 10–15 minute phone screen to confirm availability, compensation alignment, and overall role fit before advancing a candidate to a behavioral interview.

CANDIDATE INFORMATION

Name:	Position:	Date/Time:
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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?

COMPENSATION EXPECTATIONS

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

CAREER INTEREST

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

CANDIDATE QUESTION

What does a great guest experience mean to you?

WHAT TO LISTEN FOR

- ☐ Availability matches store needs.
- ☐ Candidate can meet role schedule expectations.
- ☐ Expectation aligns with posted range or store budget.
- ☐ Candidate is open to role details before final decision.
- ☐ Interest in guest service or retail.
- ☐ Positive energy and communication.
- ☐ Basic understanding of the role.
- ☐ Guest-first mindset.
- ☐ Focus on listening and helping.
- ☐ Genuine enthusiasm for serving Guests.

OVERALL EVALUATION

QUESTIONS	RATING <i>(Circle One)</i>		
Availability	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>
Compensation Expectations	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>
Career Interest	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>
Candidate Question	+ <i>(Strong)</i>	+/- <i>(Mixed)</i>	- <i>(Limited)</i>

OVERALL RECOMMENDATION

- ☐ ADVANCE
- ☐ HOLD
- ☐ DO NOT ADVANCE
- ☐ FOLLOW-UP NEEDED

OVERALL COMMENTS

Notes: