HireScore Optician Interview Guide

Interview Summary

Date: _____   Applicant's Name / ID: _____

Interviewer 1: _____

Interviewer 2: _____

Interviewer 3: _____

Question	Competency	Ratings			
		Interviewer 1	Interviewer 2	Interviewer 3	Consensus
1.	Overall Job Fit	_____	_____	_____	_____
2.	Customer Service	_____	_____	_____	_____
3.	Ability To Work Well With Others/Team Player	_____	_____	_____	_____
4.	Analyzing Problems/Troubleshooting & Problem Solving	_____	_____	_____	_____
5.	Conscientious	_____	_____	_____	_____
6.	Customer Service	_____	_____	_____	_____
7.	Work Needs Little Supervision	_____	_____	_____	_____
8.	Job Knowledge	_____	_____	_____	_____
9.	Adaptability	_____	_____	_____	_____
10.	Overall Job Fit	_____	_____	_____	_____
	Verbal Reasoning	_____	_____	_____	_____
	Listening & Understanding Others	_____	_____	_____	_____

Average Consensus Rating (Total Consensus Points/# of Qs)

☐

Number of 1 ratings (consensus)

☐

☐ Recommended (average rating of **3.5** or higher and no more than one 1 rating)
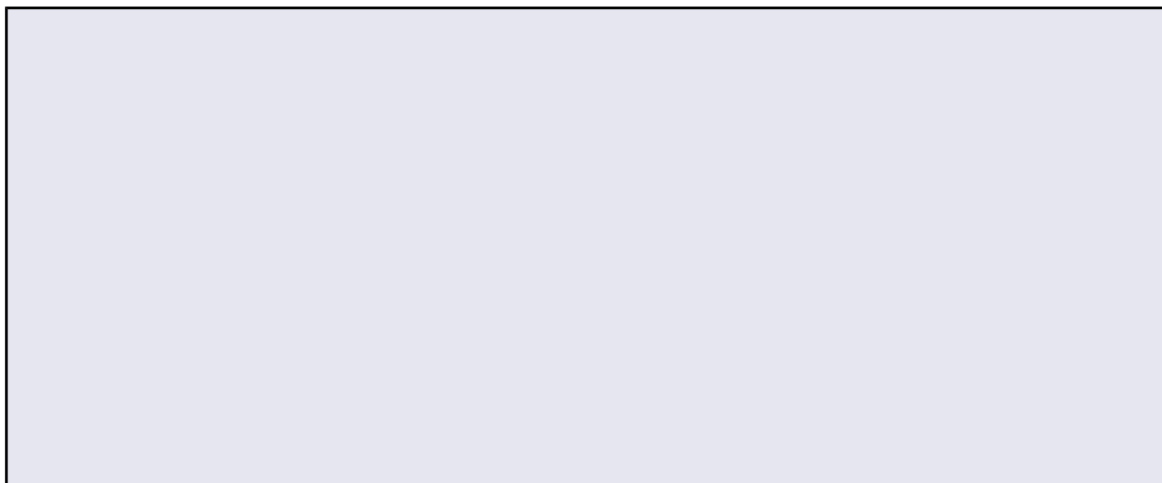
☐ Not Recommended

Interviewer Directions

1. Don't start immediately with the interview. Instead, break the ice with a few minutes of non-controversial small talk. For example, ask the applicant if they found their way okay and tell them a bit of trivia about your work location such as when you first opened and how many people you employ

2. Read each of the questions word-for-word and relatively slowly so that the applicant understands them. Ask the questions in the prescribed order.

3. If necessary, paraphrase the applicant's answers to make certain that you have heard them correctly. This, of course, will be needed with only questions where the applicant gives you a long and complicated answer.

4. Do not tell the applicant how well or poorly he or she answered any question, nor give the applicant any hint of his or her overall performance on the structured interview. You should remain "poker-faced" throughout the session.

5. Be sure to guard against asking the applicant any illegal questions.

6. Use Interviewer 1's Interview Guide to record consensus ratings. Consensus ratings can be listed in half point increments (e.g., 3.5) when warranted. In cases where there are more then two interviewers, attach additional interviews as necessary.

7. After the interview, return all interview guides, to HR for documentation purposes. Interview results should be stored in accordance with Company's document retention policy. Results for hired candidates should NOT be kept in their personnel files.
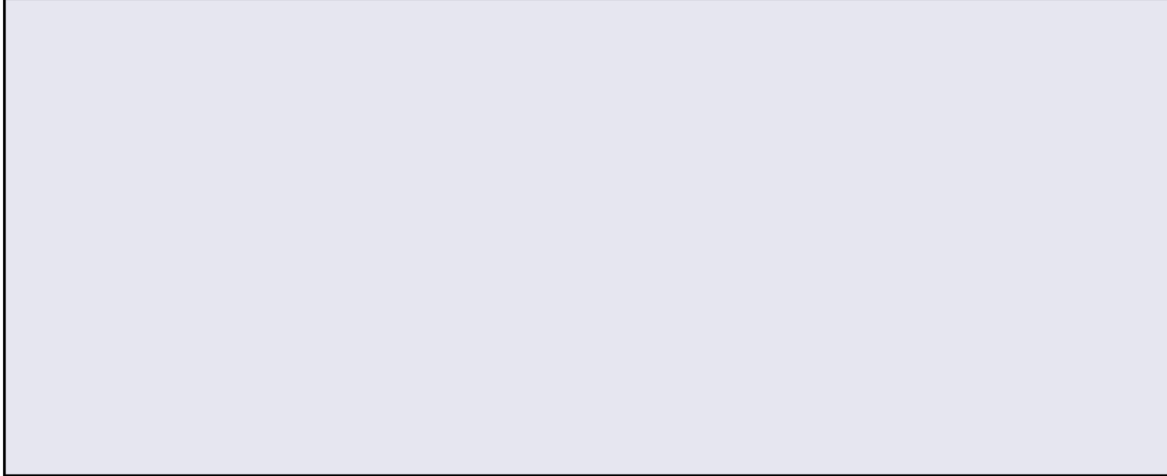
Overall Job Fit

1 Please tell me a bit about your background as it relates to this position. Specifically, I'd like you to highlight some key experiences that are relevant to this position.

Rating (Please circle)

5 IMPRESSIVE. Directly relevant work experience + related education and a steady career path. Applicant's background is ideally suited to the position in question.

4

3 ADEQUATE. Only significant indirectly related experience.

2

1 POOR. Applicant's background is not at all related to the position in question.
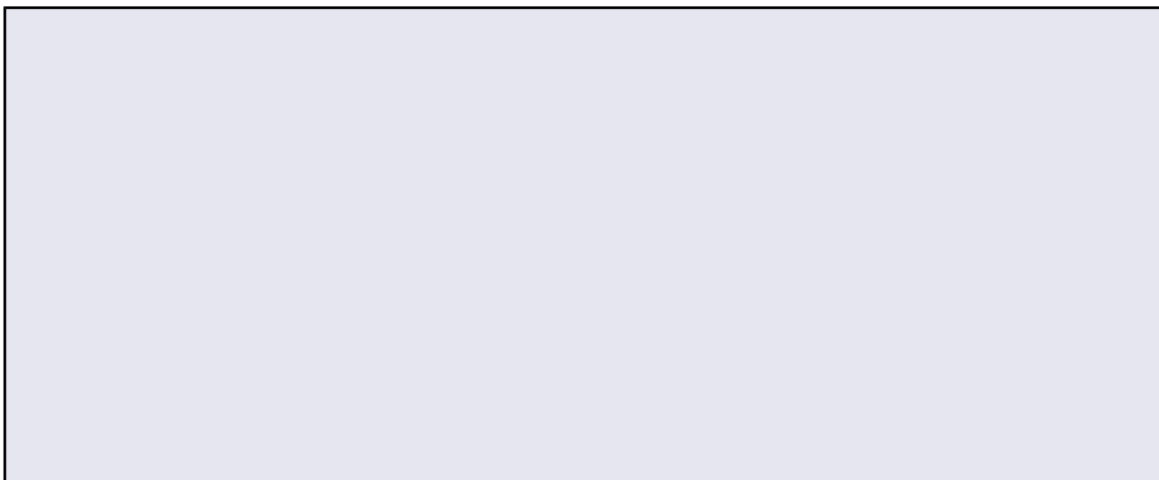
Customer Service

2 Imagine you're helping a male patient in his 50's pick out glasses. The patient is wearing a t-shirt and jeans that are a little bit dirty. What assumptions would you make about the patient before helping him?

Rating (Please circle)

5   IMPRESSIVE. I'd try not to make any assumptions about him.

4

3   ADEQUATE. Limited assumptions that fit the data.

2

1   POOR. I'd assume that he isn't going to be able to afford nice glasses.

Ability To Work Well With Others/Team Player

3 We don't always work with people we consider ethical or honest. Talk about a time when you've seen a colleague or co-worker do something you didn't think was appropriate. What did you do in this situation?

Rating (Please circle)

5 IMPRESSIVE. Applicant describes a time when they noticed an unethical act, took the person aside and explained what was seen, that it was wrong, and tactfully encouraged the person to stop doing it and take steps to correct it OR (in extreme cases) candidate turned person into authorities.

4

3 ADEQUATE. Applicant explains a time when someone else did something unethical/dishonest and he/she told the correct person (supervisor) to take corrective action.

2

1 POOR. Applicant describes a time when he/she noticed someone doing wrong and ignored it.
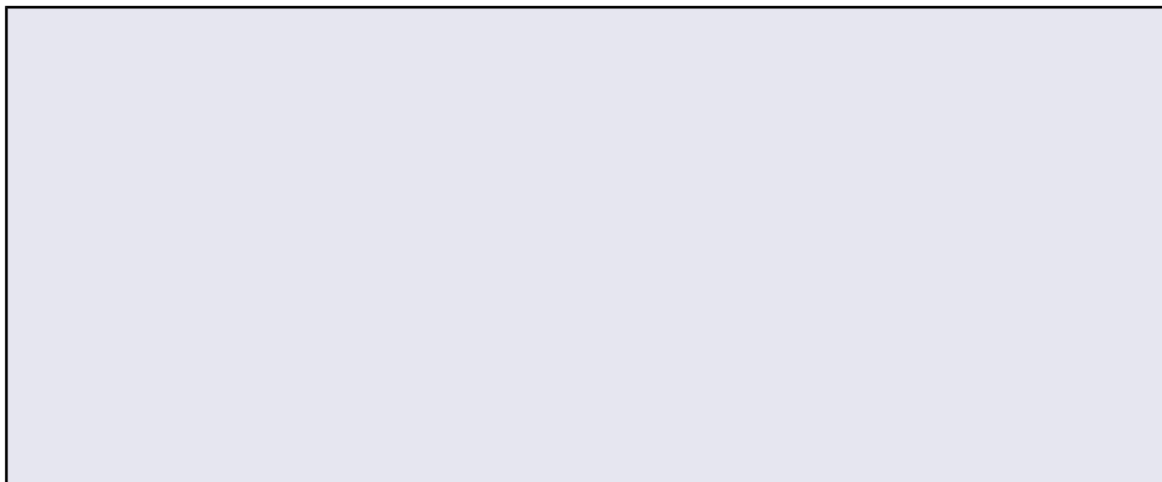
Analyzing Problems/Troubleshooting & Problem Solving

4 Tell me about a specific problem that you solved for a previous employer.

Rating (Please circle)

5   IMPRESSIVE. Problem was challenging and steps taken to solve the problem were logical. Ideally resolution should be successful.

4

3   ADEQUATE. Problem was moderately challenging and positive steps were taken to solve the problem.

2

1   POOR. Problem was weak and/or solution was not logical or ethical.

Conscientious

5 Which of the following terms is more descriptive of your style: persistent or accommodating? Why?

Rating (Please circle)

5   IMPRESSIVE. Applicant says "I'm really both, but if I had to pick . . . " with strong rationale for the one that they pick.

4   Applicant chooses persistent with a strong rationale.

3   ADEQUATE. Applicant chooses persistent with little explanation or accommodating with strong rationale.

2

1   POOR. Neither.

6 As much as we may try to keep customers satisfied, there are times when we drop the ball and they are dissatisfied. Tell me about a time this has happened to you describing the event, the steps you took to rectify the matter, and the outcome. Looking back, what could you have done differently?

Rating (Please circle)

5   IMPRESSIVE. Applicant describes in detail the event and by their answer, shows that they understand how to handle an unhappy customer in a professional manner. They describe thoroughly listening to the customer, explain to the customer the mistake, take ownership of the error, and explain ways in which the error will be made right, if possible.

4

3   ADEQUATE. Their answer shows that they have an idea of how to handle unhappy customers, but they may not have the best approach. Alternatively, they asked someone for help in settling the problem with the customer.

2

1   POOR. Their answer showed that they lacked knowledge on how to properly handle customers.

Work Needs Little Supervision

7 Tell me about a situation where you had to make an important decision on your own because your supervisor was not around? How did this make you feel?

Rating (Please circle)

5   IMPRESSIVE. Applicant gives a specific example of this scenario, felt as though it was not a problem and felt good about handling his/herself.

4

3   ADEQUATE. Applicant gives a scenario such as this and shows that it was a tough decision, but he/she was able to do it.

2

1   POOR. Applicant does not give a specific instance. Applicant seems apprehensive about being in this type of situation.

8 What factors do you think are most relevant when helping a person pick out glasses? For example, one factor that people consider is color, what are some other traits?

Rating (Please circle)

5   IMPRESSIVE. Purpose/use, thickness of lens, male/female, size of face, personality (e.g., flashy/trendy vs. conservative/traditional), cost, etc.

4

3   ADEQUATE. Applicant names 1-2 of the factors listed above.

2

1   POOR. Applicant cannot think of anything.

Adaptability

9 Aside from the COVID pandemic, can you tell me about a time when you had to adapt to a significant change at work?

Rating (Please circle)

5   IMPRESSIVE. Candidate describes a scenario when they displayed strong adaptation skills.

4

3   ADEQUATE. Candidate describes a situation when they showed adequate skills.

2

1   POOR. Candidate could not think of a situation.

Overall Job Fit

10 This is your time to brag. Why should I hire you?

Rating (Please circle)

5 IMPRESSIVE. Applicant names several reasons that have to do with the positive reputation of the company (ex: good benefits package, agrees with company values, good people in company, impact company has on local/global economy) and to meet self goals (ex: apply his/her education or experience to a job, to learn more, etc.)

4

3 ADEQUATE. Applicant lists a few reasons, mostly self-fulfilling (ex: good pay, opportunity to advance, stability).

2

1 POOR. Applicant lists one thing OR applicant's reasons are POOR (ex: buy another vehicle, money for fun, social status).

"End of Interview"

See more below

Verbal Reasoning

Listens carefully and makes sure others' messages are understood.

Rate the applicant's overall ability to speak clearly during the interview, using the following scale

Rating (Please circle)

5   Communicated in a clear, concise manner throughout the interview

4

3   Displayed adequate verbal communication skills throughout the interview.

2

1   Displayed poor verbal communication skills throughout the interview (Spoke too quietly to be heard, difficult to understand, Did not answer questions directly)

Listening & Understanding Others
Being able to express oneself in a manner that others understand. Sends clear and convincing messages.

How do you rate the applicant's overall ability to listen effectively during the interview?

Rating (Please circle)

5   Appeared to understand all of the questions asked based on his/her responses.

4

3   Understood most of the questions answered based on his/her responses.

2

1   Had difficulty understanding most of the questions asked based on his/her responses

hirescore

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💡 **Automated Candidate Sourcing**
Attract more qualified applicants without posting everywhere manually.

📄 **Automated Application & Screening**
Save time with built-in eyecare-specific screening and scoring.

🏆 **Automated Candidate Ranking**
Instantly see your best-fit candidates based on data—not guesswork.

📅 **Automated Interview Scheduling**
Cut out back-and-forth messages and book interviews automatically.

To see how this can work for your team, visit: https://hirescore.com/demo or scan the QR code to the right to schedule your personalized walkthrough today!