

## Burrito Express Pre-Screening Interview Guide

### Section 1: The BE Difference - Smart Hiring

- Finding the right people is key to making the BE Difference.
- Good management starts with smart hiring.
- Smart Hiring Decisions: ↑ Morale, ↓ Turnover, ↓ Hiring & training cost
- Poor Hiring Decisions: ↓ Morale, ↑ Turnover, ↑ Hiring & training cost

### Section 2: The Cost of a Bad Hire

- Expenses: Lost sales, remade/wasted food, lost wages (trainee & trainers), cost of uniforms, meals, etc.
- Time: Manager's time (interviewing, hiring, training), training time, administrative time
- Culture: Unhappy customers, unhappy team members, lower productivity

### Section 3: Prescreening Applications

- Desired position: Do they have the skills, education, or experience?
- Worked for BE before? If yes, check with upper management to verify eligibility for rehire.
- Why are they interested in BE? Look for passion and personality.
- Availability: Does it match your store's needs?
- Previous employment: Relevant experience, always check rates with upper management, gaps, job hopping, contact permission

### Section 4: Red Flags

- Ask about gaps or missing info during pre-screening.
- Follow up during the first interview to verify consistency.

### Section 5: Interview Guidelines

- You may ask: job-related questions only.
- You may NOT ask: gender, marital status, age, race, religion, disability, etc.

### Section 6: Interview Question Examples

- Ask This: Are you authorized to work in the U.S.? Are you over 18? Can you lift objects?
- Not That: Are you a citizen? What is your age? Are you married?

### Section 7: Behavior-Based Interviewing (BBI)

- Ask about specific situations, not hypotheticals.
- Use: 'How did you...?' instead of 'How would you...?'
- Ask for real-life examples like handling pressure or difficult requests.

### Section 8: Recruiting Guidelines

- Internal: Identify and develop team members with potential.

- External: Be alert to good candidates outside the store.
- Pre-screening in-person: Review applications on the spot when possible.
- Scheduling: Avoid busiest times. Use open-ended questions.

## **Interviewing Guidelines**

The purpose of the interview is to determine if a candidate has the personality and skills we look for people to work at Burrito Express.

It is important to hire people who will add value to a Team.

Below are a few guidelines and things to consider before conducting an interview.

### **Pre Screening**

If an application is handed to you in person, try to take a couple of minutes to do a quick pre-interview. Read through the application information with the potential hire and review all the items listed. Ensure we have all the information we need and possibly schedule the full interview on the spot.

### **Reading the applicaiton**

Before scheduling an interview, be sure to sort through all applications for eligible candidates. Look for availability, any certifications, applicable work experience, skills, eligibility for work, references, etc.

### **Scheduling the interview**

Interviews must be scheduled on a day when is not the busiest time at your location so your focus is at your possible hire.

## **Conducting the interview**

To make the best possible hiring decision, the interviewing Managers must ask the candidate a series of questions. However, it is important to know that there are some topics that cannot be addressed in an interview. Limit questions to address work-related requirements. Topics that are off-limits are:

- Private organizations they belong to
- Religious affiliations
- Date of birth (except when that information is required for satisfying minimum age requirements)
- Lineage, ancestry, national origin, descent, parentage, or nationality

- Names and addresses of relatives other than a spouse and dependent children
- Sex or marital status
- Height or weight, unless it can be shown that information is justified by business necessity
- Physical or mental disabilities
- There may be other topics based on more current regulations

Most questions asked in an interview should be open-ended instead of close-ended questions. Close-ended questions may be answered with a single word or very short reply, whereas open-ended questions require a more full and thoughtful response, encouraging more of a conversation between the interviewer and interviewee.

---