

Hiring Cadence

This cadence provides a structured approach to conducting virtual and in-person interviews using the Google platform, from initial contact to extending an offer and scheduling subsequent interviews. Adjust the details to fit your company's specific processes and preferences as needed.

Phone Screening Interview

These questions should help you gauge whether a candidate is a good fit for a customer-facing role and whether they possess the skills and attitude needed to excel in a restaurant or barber shop environment for example.

General Questions

1. Can you tell me a little about your previous experience in customer-facing roles?
 - This helps understand their background and relevance to the job.
2. Why are you interested in working with us?
 - This assesses their motivation and whether they've researched the business.
3. How do you usually handle stress or high-pressure situations?
 - Gauge their ability to stay calm and effective under pressure.

Customer Service Skills

4. How would you handle a situation where a customer is unhappy with their service or product?
 - Look for problem-solving skills and empathy.
5. Can you give an example of a time when you went above and beyond for a customer?
 - Evaluates their commitment to customer satisfaction.
6. How do you approach a situation where you don't know the answer to a customer's question?
 - Tests their problem-solving and resourcefulness.

Communication Skills

7. How do you ensure clear and effective communication with customers?
 - Assess their communication strategies.
8. Can you describe a time when you had to explain something complex to a customer? How did you make sure they understood?
 - Looks at their ability to convey information clearly.
9. How would you deal with a situation where a customer is being rude or aggressive?
 - Evaluates conflict resolution and professionalism.

Teamwork and Adaptability

10. How do you work with colleagues to ensure a smooth customer experience?
 - Understand their teamwork skills and ability to collaborate.

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11. Describe a time when you had to adapt to a significant change at work. How did you handle it?
- Assesses adaptability and resilience.

Situational and Behavioral Questions

12. Imagine a customer is waiting for their service and looks impatient. How would you handle this?
- Tests their ability to manage customer expectations and maintain service quality.

13. If you were handling multiple tasks and a customer needed immediate assistance, how would you prioritize?
- Looks at their multitasking and prioritization skills.

14. Tell me about a time when you received constructive criticism. How did you respond?
- Evaluates their openness to feedback and ability to grow.

Practical Considerations

15. What days and hours are you available to work? Are you flexible with your schedule?
- Confirms their availability aligns with the business's needs.

16. Do you have any questions about the role or our company?
- Provides an opportunity for them to express their interest and curiosity.

Email to Schedule Initial Interview

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Paste this in the subject line:

Invitation to Interview for [Job Title] Position at [Company]

Paste this in the body of the email:

Dear [Candidate's Name],

I hope this message finds you well. We were impressed by your [specific qualifications or experience] and would like to invite you to interview for the [Job Title] position at [Company].

Interview Details:

[Date]

[Time]

Google Meet (Link will be generated in the calendar invite)

Please confirm your availability for this interview slot or propose an alternative time that works for you.

Looking forward to speaking with you soon!

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]

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Calendar Invite for Initial Interview

Paste this in the title:

Interview for [Job Title] Position at [Company]

Paste this in the description:

Dear [Candidate's Name],

You have been scheduled for an interview for the [Job Title] position at [Company]. Please use the Google Meet link provided below to join the interview at the scheduled time.

[Date]

[Time]

Google Meet (Link will be generated in the calendar invite)

Looking forward to our conversation!

Best regards,

[Your Name]

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Invitation for Second Interview (In- person)

Paste this in the subject line:

Invitation to Second Interview for [Job Title] Position at [Company]

Paste this in the body of your email:

Dear [Candidate's Name],

Following our initial interview, we would like to invite you for a second interview for the [Job Title] position at [Company]. This interview will provide an opportunity for further discussion on [specific aspects/topics to be covered].

[Date]

[Time]

[Location]

Please confirm your availability for this interview slot or propose an alternative time that works for you.

Looking forward to continuing our conversation!

Best regards,

[Your Name]

[Your Position]

[Company Name]

[Contact Information]

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Extending an Offer

Paste this in a Google sheet:

Name:

Date:

Dear **[Candidate]**:

On behalf of **[Your Company]**, we would like to extend a formal offer of employment. The details are as follows:

Position:

Location:

Starting Date:

Pay Structure:

Benefits:

- Team Dining Discount
- Paid Leave: can earn up to 40 hours of paid time off annually
- Paid Sick Leave: can earn up to 40 hours of paid sick leave annually

Thank you for your time and consideration of this opportunity.

Sincerely,

[Your Name]

I accept/decline (please circle one) **[Your Company's]** offer of employment and its conditions. I understand that my employment with **[Your Company]** is considered "at will," meaning that my employment with the Company is not for any fixed period and that either the Company or I may terminate my employment relationship at any time with or without cause or notice.

Signed _____

Date _____

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Job Description

Copy and paste all that apply in your offer letter:

Opening Duties

1. Arrival & preparation

- Arrive early to ensure the delicatessen is prepared for opening.
- Turn on all necessary equipment (ovens, grills, fryers, refrigerators).
- Check all food items for freshness and quality before use.
- Ensure all food preparation areas are clean, organized, and stocked with necessary tools and ingredients.
- Set up display cases, ensuring that products are arranged neatly and attractively.
- Prepare the front of the house by setting up condiment stations, utensils, napkins, etc.
- Verify the POS system is operational, including cash drawers, cards, and payment processing tools.
- Ensure the deli counter is organized and well-stocked with meats, cheeses, and other essentials.

2. Staff briefing & supervision

- Conduct a pre-shift meeting with staff to discuss daily specials, promotions, and any operational updates.
- Assign specific tasks to each team member to ensure smooth operations (e.g., food prep, customer service, cleaning).

3. Inventory check & restocking

- Conduct a preliminary inventory check to ensure all items are stocked and ready for service.

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- Check that all perishables are stored at proper temperatures.
- Review the stock of essential items (e.g., bread, meats, cheeses, condiments) to ensure no shortages.
- Restock as necessary, using the correct FIFO (First In, First Out) inventory system.

4. Customer service setup

- Ensure all areas are clean and ready to serve customers.
- Set up any promotional signage or specials on the menu board.
- Make sure staff is trained on upselling techniques for sandwiches, bagels, and side items.

Closing Duties

1. End-of-shift staff communication

- Communicate with staff regarding closing tasks to ensure a smooth transition to the end of the shift.
- Ensure any unfinished customer orders are finalized and delivered before closing time.

2. Inventory management & restocking

- Conduct a closing inventory check to track usage and identify any items that need to be ordered.
- Restock items that have been depleted throughout the day.
- Place orders for necessary items for the following day (bread, meats, cheese, produce, etc.).
- Store perishable items appropriately and ensure that everything is labeled for freshness.

3. Cash handling & reporting

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- Close out the cash register and verify the cash in the drawer matches sales.
- Prepare daily cash reports and reconcile any discrepancies.
- Ensure the POS system records are up-to-date and accurate for reporting purposes.

4. Cleanliness & sanitization

- Clean all kitchen equipment, including ovens, stoves, fryers, and slicers, and ensure they are turned off.
- Sanitize food prep areas, counters, and work surfaces.
- Wipe down tables, chairs, condiment stations, and display areas.
- Clean and sanitize the restrooms.
- Empty trash cans and replace liners.
- Ensure the floors are mopped and free from any spills or debris.

5. Food quality control

- Check any leftover food for quality and either dispose of or store it appropriately for future use.
- Ensure that any perishable items are disposed of in compliance with food safety guidelines.

6. Equipment maintenance

- Check that all kitchen equipment is functioning properly and report any malfunctions to the manager for repair.
- Ensure that the refrigeration units are at proper temperatures and that the deli slicers are clean.

7. Security & premises checks

- Check that all doors and windows are securely locked.

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- Ensure all valuables and cash are properly stored in safe areas.
- Set up any alarm systems or security devices before leaving.
- Ensure the premises are secure and that there are no safety hazards.

8. Customer service closure

- Ensure all customer tabs and orders are closed out and served before the store closes.
- Thank customers for their patronage and encourage them to return for any future events or specials.

9. Team briefing & transition

- Hold a quick debrief with closing staff to discuss what went well and any challenges faced during the day.
- Encourage staff to provide feedback on any operational issues or areas for improvement.

10. Final lockdown & leave

- Make sure the premises are completely locked down and secure before leaving.
- Confirm with the manager that all closing tasks are completed and documented.