

An A-Performer's Answers to the Pre-Interview Questions

Why are you a good choice for this job?

I am a very hard working person who puts 100% into everything that I do. I am always early for work and rarely late. There is no such thing as "being on time". I strive to grow everyday in everyway that I can. I feel that if I'm not helping the business grow then I'm not working hard enough as an employee. There is never a job too big or too small for me to complete, so if you choose me for this job and that includes scrubbing toilets, then that's ok with me. I never make excuses and always take responsibility for my actions. If I ever make a mistake, I find out how it happened and how to prevent it from happening again. You'll never regret hiring me because I give my work my all, and never anything less.

Is your job performance above average, average or below average?

Above average

Please describe a time when you made an unhappy patient or customer into a happy patient or customer:

When I was a manager at Jack in the Box, there was a time that a customer got the wrong sandwich and was very upset. He said that this always happened to him and didn't understand why we always mess this up. I quickly apologized to the customer and explained that I would fix the problem myself. And to show how sorry I was I offered him a dessert on me with a complementary drink. And explained to him that there is no excuse for what happened and it shouldn't have happened in the first place. But that I would take this information and coach and train my employees to help prevent this from happening again.

Describe a time where you got someone to do something that was for their own good, even though they didn't want to do it at first.

At my office that I work at now there was a girl who we had exturning at our office. She didn't like to wear the safety gloves for sterilization. She explained to me that "they weren't comfortable." and that "they make it hard to place instruments inside of the sterilization bags". I pulled her aside and explained to her that I know their a bother to use at first, but after time they get easier to use. That they're there for our safety to keep us from poking ourselves with contaminated instruments. I also told her that unless she wanted a disease such as Hepatitis she needed to wear them. She still wasn't happy about it but listened and did the job correctly from then on. Later on she also explained to me that after doing it for a couple weeks that it really did get easier.

How do you feel about supervising others?

I love supervising others

What do you do when you disagree with a policy, order or directive?

Although I rarely have objections with policies stated. I always tell the person in charge that I feel uncomfortable with this and try to suggest another way to go about this new procedure. But if there is no way around this procedure I tend to grit my teeth and go with it, and try to stay positive.

How would you feel if your boss asked you to do personal errands for him or her, at full pay?

As long as the errands were not after 8pm or before 6am, I would be completely fine with that.

If you are hired, how can your new boss help you do your very best work?

By clearly explaining my job duties, and telling me thoroughly what is expected of me. I also take constructive criticism very well. So as long as I'm not being yelled at, I can properly understand what I need to do to better my performance.

Anything else you would like us to know about you?

I am ready to work!