



Second Round: In person with Keith and location manager

1. Keith gives a history of Made in KC and shares the main mission of Made in KC
2. Can you give us a detailed description of your work history relating to this position?
3. What role do you typically assume on a team? How would your teammates describe working with you?
4. What is one thing professionally you would like to improve?
5. Can you tell me about a time where you made a mistake? How did you fix it?
6. What skills do you have that qualify you for this position? Why should we hire you?
7. What motivates you in a work place? What makes you uncomfortable in a work environment? (i.e. change, slow traffic)
8. Have you had a time where you've had to resolve a conflict with a customer or client? What do you think is important when resolving conflicts?
9. You're working at the store and these 3 issues happen. Which one do you solve first, second and last? (Examples could be espresso machine breaks, customer falls, product is out of stock or broken, customer needs to return item, toilet floods etc)
10. Describe in your own words what makes great customer service?
11. What are your personal hobbies? What are you passionate about? What is your greatest personal or professional accomplishment?
12. If you could start a business without worrying about failure, what would you start? Why?
13. Where do you see yourself in the next 2-5 years?
14. In your opinion, what makes a great boss? What do you need from a leader or manager?