

Conducting Face-to-Face Interviews

The face-to-face interview is the third and final stage of your hiring process. Cleaningjobs.co helped you screen applicants, and the phone interview helped you determine if the applicant's skills and goals align with those of the position you are trying to fill. The face-to-face interview will help you get a better sense of whether this person is a good cultural fit for your organization.

Studies have shown that over 80% of communication is nonverbal¹ and that's why making sure you meet with candidates face-to-face before they are hired is a critical step in your interview process.

Your customers experience your brand and your service through your cleaners. When they cross paths, the level of professionalism that your cleaner's project will directly affect the way your clients perceive your business.

In the face-to-face interview you'll want to be looking for clues about the applicant's character, attitude, professionalism, and whether they are trustworthy and will make a good steward for your company. Look for physical cues such as personal grooming, posture, eye contact, energy level, and sense of humour.

We've included a worksheet with questions that will get them talking so that you can further assess fit for the position and with your company's culture.

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Blake Eastman, "How much of communications is really nonverbal?", www.nonverbalgroup.com/2011/08/how-much-of-communication-is-really-nonverbal

Face-to-Face Interview Worksheet

| | |
|-----------|-------------|
| APPLICANT | DATE |
| JOB | INTERVIEWER |

Questions

| | | | | |
|-----------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| What is your understanding about the roles and responsibilities of this position so far? Do you have any questions? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| What specific personal strengths would you bring to our organization? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| How do you think that honesty, trust and reliability relate to this position? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| What really motivates you in a workplace? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| How would your former co-workers or manager describe you? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Give us an example of when you received constructive criticism. How did you handle it? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Tell me about a time when you had to work with an individual who was difficult to get along with. How did you deal with that situation? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| What factors do you think will lead to your success in this position? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| After having had this discussion, does this job still interest you? Why? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Why should we hire you over anyone else? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |

Notes

Post Interview

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|-------------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Were they on time for the interview? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Used respectful language | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Positive body language | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Positive attitude | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Demonstrated pride in their work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Do they seem reliable and trustworthy? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Overall professionalism | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |
| Were there any obvious language barriers? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| | EXCELLENT (4) | GOOD (3) | ADEQUATE (2) | POOR (1) |

Recommend for this position? YES NO

Notes
