

# CROSSMARK Events

**Candidate Name:** \_\_\_\_\_ **Req #:** \_\_\_\_\_ **Store #/Location:** \_\_\_\_\_

## Event Specialist Interview Questions

	QUESTIONS	NOTES	PLEASE MARK ONE		
1	What does excellent customer service mean to you? Please give me an example of a situation in which you provided excellent customer service.		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
2	As an Event Specialist, how do you plan to attract and keep a customer's attention long enough to share information about the featured product?		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
3	Tell me about a time when you convinced a customer to buy something more than they had initially intended to purchase.		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
4	Describe a problem situation that you have faced which could have been overwhelming to you. How did you manage the situation?		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
5	Provide me an example of a time when you went above and beyond the call of duty.		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
6	What do you consider good attendance? What would a current or past supervisor say about your attendance?		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>

## Event Specialist Team Lead Interview Questions

1	Tell me about a time when you had to take ownership of a difficult situation. What was the problem? Why did you choose to resolve the situation rather than passing it to someone else to resolve? What was the outcome?		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
2	Describe a specific problem that you solved for a teammate or customer. How did you approach the problem? What role did you play? What role did others play? What was the outcome?		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>
3	Tell me about a challenge that you met because you successfully utilized your resources.		Skill Not Present <input type="checkbox"/>	Skill Present <input type="checkbox"/>	Strong Skill Present <input type="checkbox"/>

**Recommended for Event Specialist (Circle One):** Yes or No *If no, please provide reason:*

**Recommended for Team Lead (Circle One):** Yes or No *If no, please provide reason:*

<b>Interviewer Name/EID:</b>	<b>Date:</b>
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Please return all completed interview forms to HR Services at the Corporate Service Center (5100 Legacy Drive Plano, TX 75024)

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