

SAMPLE
Interview Evaluation Guide

Service: _____: Is dedicated to meeting the expectations and requirements of internal and external customers; gets first-hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.

.....1.....2.....3.....4.....5.....
Very strong evidence Strong evidence skill Some evidence skill is present Strong evidence skill Very strong evidence
skill is not present is not present is present is present skill is present

“Under” Service Oriented: Doesn’t think of the customer first; may think he already knows what they need; may focus on internal operations and get blindsided by customer problems; may not make the first move – won’t meet and get to know customers; uncomfortable with new people contacts; may be unwilling to handle criticisms, complaints, and special requests; may not listen well to customers, may be defensive; may not make the time for customer contact.

“Over” Service Oriented: May be overly responsive to customer demands; may be too willing to change established processes and timetables to respond to unreasonable customer requests; may make too many exceptions and not adhere to policies, practices and processes for others to learn and follow.

Action Oriented: _____: Enjoys working hard; is action oriented and full of energy for the things (s)he sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.

.....1.....2.....3.....4.....5.....
Very strong evidence Strong evidence skill Some evidence skill is present Strong evidence skill Very strong evidence
skill is not present is not present is present is present skill is present

“Under” Action Oriented: Slow to act on an opportunity; may be overly methodical, a perfectionist, or risk averse; may procrastinate; may not set very challenging goals; may lack confidence to act; may know what to do but hesitates to do it; may not be motivated; may be bored with the work or burned out.

“Over” Action Oriented: May be a workaholic; may push solutions before adequate analysis; may be nonstrategic; may over manage to get things done too quickly; may demonstrate disinterest or neglect; may not attend to important but non-challenging duties and tasks; may ignore personal balance and burn out.

SAMPLE
(Position)
Interview Rating Sheet

Date: _____

Interviewee: _____

Interviewer: _____

Competency: Value-Based Work Behaviors	1 – skill not present	2	3 – skill likely present	4	5 – skill strongly present	Insufficient evidence – unrated
	1	2	3	4	5	
	1	2	3	4	5	
	1	2	3	4	5	

Technical/Job Skills Noted: _____
