



Interview Process

Candidate:

Interviewer:

Role:

Date:

Introduction: Before starting to ask questions, start the interview by thanking the candidate for coming in and introducing the interviewer(s) in the room. Then, give the candidate an overview of our Interview Process. We will have a total of two rounds of interviews where they will meet staff members from the clinic and other leaders. A job shadow may be suggested for any candidate that is new or fairly new to the field of Optometry. This process allows the candidate to get a true sense of our culture and what it feels like to work at **Pinnacle Eye Associates**. Explain that we take recruiting seriously because we expect every new hire to become a part of our team for life, so we are careful about selection process and want to be sure that this is a good fit for both parties.

Excellence Above All - Patient Focused, Passion for Service

1. Sometimes interacting with others at work can be difficult. Describe the most stressful interaction you've had with your manager/supervisor/team leader or a peer/team member. How did you respond?
2. Why are you interested in this role with Pinnacle Eye Associates?
3. What do you consider your greatest accomplishment from your current/most recent job?
4. Let's talk more about your current job. Tell me some things you enjoyed about it? Tell me what you don't like about your job?
5. Provide me with some additional insight on the short tenure with your last 2-3 jobs?
6. What is your boss's name? If we were to call him/her and ask to describe your strengths, what would they say?
7. Tell me what you think is an area for development or improvement for you?
8. What are your career goals? Where do you see yourself in 2-4 years?
9. What are your expectations of Pinnacle Eye Associates as your employer?

Do the Right Thing - Integrity, Character, and Fun

1. Sooner or later, everyone comes under pressure to sacrifice quality in order to get work done on time. Give me a specific example when this happened to you. How did you handle it?
2. What would you do if you were working on the floor and you noticed that your colleague wasn't following protocol that could potentially compromise patient safety?
3. We all have times when the responsibilities of our jobs are overwhelming. Give me an example of a time when you felt overwhelmed at work. How did you react to this?
4. Tell me about a time when you took responsibility for an error you were personally held accountable for?
5. Sometimes patients are not always satisfied with our efforts. Tell me about a time when one of your patients was displeased with something you were directly involved with. What did you do?
6. Tell me about a time when you went out of your way to provide service to a customer or a co-worker who needed assistance. How were your actions received?
7. Working with patients can be challenging at times. Describe one of the most stressful interactions you've had with a patient. How did you react?

8. Describe a time when you had to ask numerous questions and listen carefully to clarify the exact nature of a patient or customer's problems or needs?
9. Give me a specific example of a time when you had to adjust your communication style according to the person you were speaking to?

One Team, One Dream

1. Describe a situation in which you were on a team that worked effectively together?
2. Working with others usually involves some give and take. Describe a time when you worked out an agreement with a peer or team member?
3. Tell me about a situation in which you had to adjust quickly to a significant change in organization, department or team priorities. How did this change affect you?
4. Describe a situation in which you needed to brainstorm differing/conflicting ideas with other in order to help accomplish work goals?

Continuous Improvement- Innovation & Change

1. Provide an example of what gives you the most satisfaction at work?
2. Tell me about a time when you were involved in a project that helped improve the work flow in your office?
3. What would you do if you were working the floor and one of your colleagues wasn't pulling her/his weight?
4. Tell me about a time when you went out of your way to provide service to a customer or a co-worker who needed assistance. How were your actions received?
5. Have you ever recognized an unsafe situation on your shift? What was the situation? Who was involved? What did you do?
6. Describe a procedure you've used to keep track of items requiring your attention. How have you used this procedure to ensure high-quality work?

Finish interview by asking candidate if they have any questions for us and explaining the next step in the process/when they can expect to hear from us. Then make sure we follow up when we say we will.