| 1. What is the key to success when communicating with the public. |
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| 2. Share an effective method you have used to massage, shampoo, and condition patrons' hair and scalp. |
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| 3. Provide an experience in which you effectively advised a patron with a chronic or contagious scalp |
| condition to seek medical treatment. How did you identify the condition? |
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| 4. What is the state of your records? Name one thing you would like to improve. |
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| 5. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 6. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.) |
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| 7. Tell me about the last time you monitored or reviewed information and detected a problem. How did you |
| respond? |
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| 8. Share an experience in which you effectively treated a scalp condition or hair loss. |
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| 9. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.) |
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| 10. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 11. Provide an example when your ethics were tested. |
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| 12. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.) |
| (Make sure the calledate is freshole.) |
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| 13. Provide a time when you dealt calmly and effectively with a high-stress situation. |
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| 14. Provide an experience in which you were sensitive to somone's needs or feelings. How did your |
| helpfulness affect your work environment? |

| 15. Share an experience in which personal connections to coworkers or others helped you to be successful in |
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| your work. (Make sure candidate works well with others.) |
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| 16. Share an experience in which your attention to detail and thoroughness had an impact on your last |
| company. |
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| 17. Share a time when you willingly took on additional responsibilities or challenges. How did you |
| successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and |
| can demonstrate some initiative.) |
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| 18. How do you balance cooperation with others and independent thinking? Share an example. (Try to |
| determine if the candidate has a cooperative attitude or is otherwise good-natured.) |
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| 19. Describe a time when you successfully provided personal assistance to a coworker or patron. |
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| 20. Provide an example of when you were persistent in the face of obstacles. |
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| 21. Tell me about a time when you developed your own way of doing things or were self-motivated to finish |
| an important task. |
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| 22. Share an example of when you established and accomplished a goal that was personally challenging. What |
| helped you succeed? |
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| 23. Share an experience in which your willingness to lead or offer an opinion helped your company. |
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| 24. Share an experience when you applied new technology or information in your job. How did it help your |
| company? |
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| 25. Tell me about a recent experience you've had working with your hands. |
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| 26. How do you stay fit in order to perform physical activities that are required in the workplace? |
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| 27. Name a time when your creativity or alternative thinking solved a problem in your workplace. |

| 28. Tell me how you organize, plan, and prioritize your work. |
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| 29. Describe an experience in which you identified the educational needs of your students and successfully |
| developed a way to teach/train them. |
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| 30. Provide an example of a time when you successfully organized a diverse group of people to accomplish a |
| task. |
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| 31. Provide an experience in which your ability to actively find ways to help people improved your company |
| or your own work ethic. |
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| 32. Give me an example of when you thought outside of the box. How did it help your employer? |
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| 33. Tell me about an experience in which you analyzed information and evaluated results to choose the best |
| solution to a problem. |
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| 34. Please share an experience in which you presented to a group. What was the situation and how did it go? |
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| 35. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the |
| situation and outcome? |
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| 36. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you |
| identify a problem or the cause of a problem. |
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| 37. Please share with me an example of how you helped coach or mentor someone. What improvements did |
| you see in the person's knowledge or skills? |
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| 38. Share an example of a time you had to gather information from multiple sources. How did you determine |
| which information was relevant? |
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| 39. Share an experience in which you successfully coordinated with others. How about a coordination effort |
| that was not as successful? |
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| 40. Provide an example when you were able to prevent a problem because you foresaw the reaction of another |
|--|
| person. |
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