

## Merchandise Handler Interview Questions

1. Tell me about a recent experience you've had working with your hands.

2. What is the key to success when communicating with the public.

3. Share an experience you had in dealing with a difficult person and how you handled the situation.

4. Provide your experience cashiering.

5. Share an experience in which you answered a difficult customer question or effectively advised a customer on merchandise selection.

6. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

7. Share an experience in which you took inventory and identified items for reorder.

8. How do you stay fit in order to perform physical activities that are required in the workplace?

9. Name a time when your patience was tested. How did you keep your emotions in check?

10. Provide an example when your ethics were tested.

11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

12. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

13. 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.)

14. Provide an experience in which you stocked shelves.

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15. What factors do you consider when determining merchandise to requisition from suppliers?

16. Share an experience in which you've successfully learned how to handle a new piece of equipment?

17. Provide a time when you dealt calmly and effectively with a high-stress situation.

18. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

19. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

20. Share an experience when you applied new technology or information in your job. How did it help your company?

21. Provide an effective method you have used to design and set up advertising signs and displays of merchandise to attract customers and promote sales.

22. Share an effective method you have used to keep display cases, shelves, and aisles clean.

23. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

24. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

25. Share an experience in which your willingness to lead or offer an opinion helped your company.

26. 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.)

27. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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28. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

29. Tell me how you organize, plan, and prioritize your work.

30. Name a time when your creativity or alternative thinking solved a problem in your workplace.