



Interview Guide

Business Toolkit



SAOR INTERVIEW GUIDE

Before the interview begins it is important to ensure that all candidates are given adequate time to answer and prepare for each round of interviews. Always ensure that the space you are interviewing in is professional and hold yourself to that standard. Even if you do 'click' avoid going down the friend route as you will create the standards from the initial interview.

General Overview

1. Welcome Candidate and ensure they are comfortable.
2. Tell them what will happen today and what you will go through as an overview.
3. Tell them a bit about the brand.
4. Tell them about the role and why you are now hiring for said role eg new position based on growth etc..
5. Start your questioning
6. Thank your candidate for attending said interview
7. Give them a chance to ask any follow up questions they may have
8. Advise them on next steps and likely timeframes of contact if successful



Please take clear notes for you to revisit in your recap. Just note the major items that stand out and also any concerns or follow ups you may have.

Section 1: General Duties

General Duties	Response	Examples
So briefly tell us why you applied for the role? What was the spark?		
And when you arrived what was the first thing you thought of the facility having now seen it?		
Part of what we do requires us to always Greet members each and every time with a smile and make them feel comfortable from minute one. How would you do this?		
We need someone who is always on time and ready/set up prior to class commencement, can you tell us how you ensure you are punctual in life?		
Why did you get involved with fitness in the first place?		
When it comes to autonomy how well do you fair? Are you able to work unsupervised, do you prefer closer supervision etc?		
We consider ourselves great listeners! Why do you think it is important to be a good listener in fitness?		
Can you deal with difficult and complex situations, ie. major member/client complaints are handled with, with no need for escalation. Please explain by example?		
<i>General Notes and Commentary on the above section:</i>		



Section 2: Values

Values	Response	Examples
What would you say are your personal values?		
These are our company values (mention your values), how do they fit with you personally?		
What is the best piece of advice you have ever been given and what action did you take from that advice?		
Our culture is so important to us and it is made up of our values. What to you represents a good company culture?		
Can you briefly outline a good culture and maybe one that was not so great and why? From work, sport etc..		
<i>General Notes and Commentary on the above section:</i>		

Section 3: KPIS

KPIS	Response	Example
How do you find working towards KPIS?		
Please cite an example of how you were given a set KPI and you managed to achieve it?		
If you have not achieved a KPI how does that make you feel and how do you bounce back?		
How do you handle pressure?		
General Notes and Commentary on the above section:		



Section 4: Coaching/Fitness (*PERSONAL TRAINER/COACH ONLY*)

Coaching/Fitness	Response	Examples
Explain how you design and program sessions? What is your method?		
Display an example of how you would regress or progress a movement to ensure that someone could get a real benefit from your session?		
Have you ever had to deal with someone with injuries or someone from a special population and if so how did you do so?		
Coaching in a one on one setting or in a group, can you outline your experience in both of these?		
With following clear structure in our programming how can you implement our guidelines into your sessions?		
Timing of sessions and ensuring they run to plan is vital. How do you keep an eye on your sessions to ensure that they don't run over?		
How do you find your energy is first thing in the morning vs last thing in the evening? If there is a difference how do you combat that? Please provide an example?		
Do you have all the relevant fitness certificates, please list some certs.		
<p>General Notes and Commentary on the above section:</p>		



Section 5: Admin

Admin	Response	Examples
Email responses are always sent in a timely manner and with the member/client in mind.		
Social media awareness and follow up is adequate. Does not post any inappropriate social media on personal pages or bring the brand into disrepute.		
Adds all lead and prospect data into Lead CRM system		
Is able to easily manage the payments side of the business and knows how to add in payments, adjust or remove (or processes/steps to do so) if applicable		
Updates communication book in facility and completes all required sign offs daily/weekly/monthly.		
General Notes and Commentary on the above section:		

Section 6: Sales (*ONLY FOR SALES ROLES*)

Sales	Response	Examples
Tell me about your understanding now of the sales process? In particular talk me through how you have sold a product/service from start to finish?		
What would you do (albeit without knowing our systems, prices etc..) to try to add in 5 new clients in here tomorrow?		
When it comes to outreach and chasing new business, can you talk me through in depth how you have done or would do this?		



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Talk me through your understanding of fitness based sales and selling a service?		
What to you is the best and most promising lead source? And why?		
General Notes and Commentary on the above section:		

Section 7: Other Areas

Other Areas	Response	Examples
From a safety perspective how do you ensure a safe and happy work environment?		
We support growth at our brand. Where is it that you see yourself in 3 years time? What are your big plans?		
We also promote personal development What is the most recent book you have read and why? If not a book, a resource or some method of information consumption.		
How do you find handling constructive criticism? Can you provide an example of where this has worked with you?		
And now for a crazy question... If you were an animal, what would you be?		
What do you prefer being in a team or going it alone? Please explain?		
<i>General Notes and Commentary on the above section:</i>		



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TO BE COMPLETED POST INTERVIEW****

Assign a 1-10 rating for each section and total up and divide by 7. If one section is NA. Simply divide total by 6 and remove that column from rating. This should give you a fair overall mark. Which can then be used to compare and contrast with other candidates.

Overall	Hiring Manager Rating (1-10)	Any Concerns?
General Duties		
Values		
KPIS		
Coaching		
Admin		
Sales		
Other Areas		
TOTAL SCORE (Average of above areas combined eg. 3.7) Use manager rating as final score.		