

OPERATIONS & DELIVERY — MODULE 16

# Structured Interview Scorecard

Score every candidate consistently against the same criteria.

Name:	Date:
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Candidate Name	Position	Date	Interviewer

## Competency Questions

Question	Answer Summary	Score (1-5)

## Values Questions

Question	Answer Summary	Score (1-5)

## Practical Assessment

Criteria	1	2	3	4	5
Technical skill					
Guest interaction					
Attention to detail					
Warmth and personality					
Response to feedback					

### OVERALL RECOMMENDATION

HIRE / DON'T HIRE / SECOND INTERVIEW (CIRCLE ONE)