



Interviews 101

Objective:

The leadership team at Chick-fil-A White Rock wants you to succeed both personally and professionally. We also want to have a positive influence on all who come into contact with us. One way in which we can do this practically is to help guide you and provide the tools necessary to be successful during your interview. These attributes and characteristics will not only help you in Chick-fil-A interviews, but in your future interviews as well.

“You will never get a second chance to make a first impression” - Oscar Wilde

1. **Attire** - Wear nice pants (or a skirt for girls) and a collared shirt. Never wear t-shirts, sneakers, jeans or baseball caps.
2. **Punctuality** - Early is on time, on time is late and late is unacceptable
3. **Engage** - At Chick-fil-A we call this the Core 4:
 - a. Create eye contact
 - b. Share a smile
 - c. Speak enthusiastically
 - d. Create a connection
4. **Professional** - Address the interviewer as ma’am or sir, greet with a firm handshake and be aware of your posture. Do not bring a poor attitude or speak negatively about a prior employer.
5. **Résumé** - Provide a résumé to the interviewer, even if you have no prior work experience and become familiar with it, do not look at it frequently during the interview
6. **Research** - Know the company you’re interviewing with
7. **Prepare** - Bring a pen and paper, have 2-3 questions that you want answered
8. **Practice** - Perform a mock interview with a friend or family member, learn common interview questions and have responses to them.
9. **Ask** - If you don’t understand something or misunderstood ask clarifying questions
10. **Thank** - Hand write a thank you note, don’t use Word to draft it, make it personal to your interview.

Final Thoughts:

Remember that almost every job is competitive. Make sure that you convey why you think you would be a great fit and what makes you stand out amongst the other candidates. Specifically for Chick-fil-A we will only hire the best candidates that apply and we take our selection process very seriously, but when you are selected you officially become part of the family and in addition to learning, and growing in your professional career you will have a ton of fun and build new relationships with great people.