

AUTHORIZED COMMUNICATION

CIA Interview Guide



Candidate Name

Location

Interviewer

Date

First Live Interview Steps

1. Establish rapport and describe what will happen during the interview

- ⌚ Confirm approximate length of time for interview

- ⌚ Tell applicant that you will be taking notes

- ⌚ Tell the applicant that you will leave time at the end for questions

2. Confirm information about the applicant's education, work history, and individual attributes as they relate to the position. After reviewing the application, confirm the following information:

- Applicant meets the general requirements (see job description)

- Applicant meets availability requirements

- Applicant is age appropriate – please refer to state specific minor labor laws. Contact your local HR manager with questions or concerns.

Things to confirm *after reviewing Candidate Profile and application:*

- Confirm the applicant is interested in FT_____, PT_____, or OS _____ employment.
- Confirm the number of hours the applicant is available to work each week._____
- Confirm the hours the applicant is available to work each day.
Sunday_____Monday_____Tuesday_____Wednesday_____
Thursday_____Friday_____Saturday_____

3. Ask the General Questions

4. Ask the Skills/Knowledge Questions

- If a candidate seems unable to answer a question, use the following probes:
 - What was the situation?
 - What did you do?
 - What was the result?
- Take notes on the outcomes described
- Do not rate any of the questions during the interview
- You may get information about more than one area in a question. Note those actions and outcomes and reference them as you make ratings after the interview.

5. Explain the primary duties and responsibilities of the job

- This position is very customer oriented and consists of 51% customer service skills and 49% technical skills.

6. Answer any questions the applicant may have

7. If you are interested in the applicant, they must successfully pass the CIATA (Counter Intelligence Agent Technical Aptitude Test) to qualify for the position and continue with the interview process.

8. Close the interview and complete the Interview Rating summary

First Live Interview: Skills/Knowledge Questions

- 1) In your past jobs, what have you done to make sure customers come back?

- 2) Tell me about a time you needed to help several customers at once.

- 3) Let's role play. You are an agent in the precinct and I'm a customer. Tell me what steps you would take when greeting me for the first time.

- 4) Let's role play again. I'm a customer entering the Geek Squad precinct, and I have an old computer that I am very attached to, but it's in need of major repair. How would you handle this situation?

- 5) How do you keep your technical skills sharp?

- 6) What is the most difficult technical problem/scenario you have encountered and what did you do to resolve it?

- 7) How many computers do you have at home? Tell me about your set-up.

- 8) How would you explain the concept of bad sectors to your grandmother?
Bad Sectors are damaged spots on a hard drive's platter. Listen for the use of plain English and non-technical analogies.
- 9) Explain the primary duties and responsibilities of this position.
- 10) Ask the applicant what questions they have.

Close the First Live Interview

- Explain that our company contacts former employers to verify employment.
- Inform the applicant:
"Our application asks you to list all employment experience for the past 7 years, and states that misrepresentation or omission of facts may result in a refusal to hire or termination of employment. Sometimes applicants may guess at dates of employment or fail to list jobs they feel are unrelated."
- Ask the applicant these probing questions:
 1. Have you held any jobs in the last 7 years that you forgot to put down? If yes, explain.
 2. Have you ever been terminated from a job for any reason? If yes, explain.
 3. Have you ever been given the option of resigning rather than being terminated? If yes, explain."Take a few minutes to review your application and make certain that everything is correct and is filled out completely; especially phone numbers."
- Ask the applicant to complete the "Availability Form" to determine his/her schedule. Be sure to explain part-time/full-time status and the fluctuation of hours from week to week.
- Complete the **Interview Summary** while the applicant is reviewing the application and completing the "Availability Form"
- If you are **INTERESTED** in the applicant:
 - ⌚ Say, "Now that we have had a chance to talk more about the responsibilities and expectations of this position, are you still interested in working for Geek Squad?"
 - ⌚ Let the applicant know you would like to continue to discuss employment opportunities

- ⌚ In a retail store, locate the General Manager, if available, to set up time for the second interview. If GM is not available, tell the applicant you will call to set up a convenient time to meet with the GM
 - ⌚ **Note to GM:** It is important that we communicate the large impact The Geek Squad has. We recommend that you communicate your TPOV to the applicants and mention that Geek Squad will be 25% of Best Buys profit by FY08
 - ⌚ Complete the reference check
- If you are **NOT INTERESTED** in the applicant
 - ⌚ Thank them for their time
 - ⌚ Close the interview
 - ⌚ File this application in on-site storage
 - ⌚ Initiate sending the formal Geek Squad turn-down letter to the applicant

Interview Rating:

Please rate the candidate in the following key areas:

General Questions:

Questions 1-2: Demonstrates interest and cultural fit for position

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Questions 3-4: Demonstrates awareness and ability to achieve outcomes

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Questions 5-8: Customer Service awareness and ability

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Questions 9-10: Demonstrates energy and passion for the position

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Skills/Knowledge Questions:

Questions 1-4: Demonstrates customer service and sales ability

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Final (GM) Interview

Interview Steps

- 1. Establish rapport and describe what will happen during the interview**
 - Confirm approximate length of time for interview
 - You will be taking notes
 - You will leave time at the end for questions
 - You will be exploring previous work experiences
- 2. Confirm information about the applicant's education, work history, and individual attributes as they relate to the position. After reviewing the application and First Live Interview, confirm the following information:**
 - Applicant meets the general requirements
 - Applicant meets availability requirements
 - Applicant is age appropriate – please refer to state specific minor labor laws. Contact your local HR manager with questions or concerns.
- 3. Ask the General Manager questions.**
- 4. Explain the primary duties and responsibilities of the job.**
- 5. Ask what questions the applicant has.**
- 6. Complete the Final (GM) Interview Summary.**
- 7. Review the “Close the Final (GM) Interview” page with the candidate.**

General Manager Questions for CIA Applicants

1. Tell me about your past work/school experience.
2. Why do you want to work for the Geek Squad?
3. What do you enjoy doing in your work?
4. Tell me about the best shopping experience you've had. What made the experience great? What did the employee do to make you feel good about shopping?
5. How do you build rapport with a customer? What if there are multiple customers in your precinct at the same time?
6. What steps do you take to identify your customer's unique needs? How would you go about suggesting additional products and service solutions to them that they may not have thought of?
7. Scenario Question:
 - A client, named Jennifer Johnson, had her computer serviced by you at the Geek Squad 3 days ago. She calls to inform you that she cannot find her Office XP cd which she says she brought in with her computer. You do not recall nor do you have any record in our systems of it being brought in with the computer. She is quite irate and upset and is hinting that she wants it returned or replaced ASAP. How would you handle this situation?
8. Have you ever been involved in a loss prevention investigation? What were the circumstances? What was the outcome?
9. What would you do if you witnessed a co-worker stealing from your employer?
10. What is your current/last salary? _____ Bonus _____
11. What questions do you have about this expectation or any others that we've discussed today?

Interview Rating:

Please rate the candidate in the following key areas:

Questions 1-3: Exhibits passion, energy and fit for the job

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Question 4-7: Demonstrates customer-service and sales ability

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Questions 8-9: Honesty and integrity

Below expectations _____ Meets expectations _____ Exceeds expectations _____

Additional Comments:

I would recommend this person for the position

Yes _____ No _____

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Signature

Date

Close the Final Interview

Prior to closing the General Manager Interview, confirm that the following documents are complete

- ☐ **Availability Form**
- ☐ **Reference Checks (Check references BEFORE extending an offer of employment. Document reference information on the Reference Checking Form)**

🕒 Inform the applicant that the release ‘signed’ during the application process authorizes Best Buy to make an independent investigation of background, including both private and public organizations. This includes criminal court records. A criminal conviction is not an automatic bar from employment. ASK the applicant if, within the past 7 years, they have been convicted of a crime other than a misdemeanor traffic violation. If so, ask the applicant to explain.

🕒 **If you are INTERESTED in the applicant,**

- **The candidate must have successfully passed the CIATA (Counter Intelligence Agent Technical Aptitude Test) to qualify for this position. See STK (Staffing Tool Kit for details).**
- **Read the following:**

As Employer of Choice, Best Buy values the time and effort put forward by our hardworking team members. Best Buy is committed to ensuring that employees are paid for all hours worked in accordance with federal, state and local laws. Accordingly, employees must be PUNCHED IN AND “ON-THE-CLOCK” when working.

Occasionally, our team members may find it tempting to take work home to complete, stop in on their day off to take care of something, such as reading mail and e-mail, or deal with “one last thing” after they punched out for the day. All of these activities are considered “working time”. It is important that employees work only their scheduled shifts unless otherwise approved by a manager.

- Explain that Geek Squad and Best Buy offer an exciting employment environment. Tell them about some of our important expectations:

- | | | |
|---|--|--|
| • <i>10 Foot Rule</i> | • <i>Training Process (including Weekend training)</i> | • <i>Dress and Grooming</i> |
| • <i>Zones (Quick and Full Service)</i> | • <i>C.A.R.E. Plus</i> | • <i>Saturday A.M. Team Meetings</i> |
| • <i>Team Atmosphere</i> | • <i>FT/PT/OS Availability</i> | • <i>M.S.P.E. (Minimum Sales Performance Expectations)</i> |
| • <i>Having Fun</i> | • <i>Loss Prevention/Shrink Awareness</i> | • <i>Complete Solutions</i> |
| • <i>Customer First Pledge</i> | | |

- Ask if they have any questions
- Ask if they are interested in exploring career opportunities at Best Buy
- Tell the applicant that you are prepared to offer him/her a position at Best Buy, and that all job offers are contingent upon the successful passing of a pre-employment drug test and criminal background check.
- Continue to the job offer section of the guide

OR

🕒 **If you are NOT INTERESTED in the applicant,**

- Thank him/her for their time
- Close the interview
- File this with the application in on-site storage
- Initiate sending the formal Geek Squad turn-down letter to the applicant

