

Structured Interview Guide + Question Bank

Run consistent interviews that reveal competence, attitude, and fit.

Interview structure (45 minutes)

Section	Time	Purpose
Welcome + set expectations	5 min	Put them at ease; explain structure.
Background + experience	10 min	Understand relevant work history.
Behaviour questions (real examples)	15 min	Test attitude, reliability, problem solving.
Role scenarios / practical questions	10 min	Test competence and judgement.
Questions from candidate + next steps	5 min	Assess interest and clarity.

Behaviour question bank (ask 4–6)

- Tell me about a time you made a mistake at work. What happened and what did you do?
- Describe a time you dealt with a difficult customer. What did you do and what was the result?
- Tell me about a time you had to work under pressure. How did you prioritise?
- Give an example of when you improved a process or made work easier for the team.
- Tell me about a disagreement at work and how it was resolved.

Role scenario questions (pick 3–5)

- A job is behind schedule — what do you do first?
- A customer changes scope mid-job — how do you handle it?
- You notice a quality issue — what do you do?
- A teammate isn't pulling their weight — what's your approach?
- Safety scenario relevant to your industry — how do you respond?

Scorecard summary (rate 1–5)

Category	Score (1–5)	Evidence / notes
----------	-------------	------------------

Reliability & work ethic		
Communication		
Competence for the role		
Problem solving & judgement		
Values / team fit		
Customer mindset		