

## Key Questions to Ask in Second Interviews with Potential New Hires

- a. Why should we hire you?
  - i. Good answer: "I have years of experience balancing the responsibilities of manager with other responsibilities. For example, I was cross-trained as the back-up optician where the account receivables declined while the optical average sale increased."
  - ii. Poor answer: "I like people, and get along with everyone."
- b. Why do you want this job?
  - i. Good answer: "If I worked for you, I would be part of a business that provides exceptional care to patients per your social media reviews. You are also known for training and developing the skill-sets of your employees."
  - ii. Poor answer: "I need a job that I can use as a stepping stone to get into frame sales, which is my life goal."
- c. Why did you leave your last job?
  - i. Good answer: "I've been with a retail business for almost three years now. I love the team of people that I work with every day. I've had the privilege of training half of my team. At the same time, I've always wanted to work or become a certified technician. I've always admired the innovative caregiving practices of that role. I want to expand my knowledge and capabilities as a technician, and I can do that at your practice."
  - ii. Poor answer: "I can no longer condone the work done at the retail shop, where I work, and my boss and I fight like cats and dogs."
- d. What is your greatest strength?
  - i. Good answer: "Customer service is my strongest skill. In my most recent position, I increased the positive reviews for our office. I took a creative approach and created a customer service program. The result was an increase in the social positive reviews from less than 60 percent to over 70 percent over the course of a month."
  - ii. Poor answer: "I'm pretty good at managing my time. I usually finish projects by the deadline."
- e. Tell me about a time you failed?
  - i. Good answer: "As a technician, I work alone, or one-on-one with other people. I have excellent communication skills when making referral appointments or triaging patients. But I struggle if I have to work on a team with others. I have a hard time giving up control if I'm not the team leader."

- ii. Poor answer: "I am a workaholic. I spend every waking hour thinking about how to improve my performance at work. I'm the first person in the office every day and the last person to go home. I do not have a work-life balance because my job is my life."