

tips for setting up a successful interview

Here are some ideas to get you started when you are ready to interview a potential new team member.

Preparation is key as this is the first impression that a potential new employee will have of you, the team and your business.

If the process is well structured and organised then it will contribute to your new staff member's overall experience and this is key for staff retention.

prior to interview ...

- ✓ Have you prescreened your applications – make sure you are inviting only the best
- ✓ Check the qualifications
- ✓ Plan the day for your interviews
- ✓ If you are at work, then make sure that your diary is clear and you have a dedicated space to avoid interruption
- ✓ Send the candidates an email to confirm their interview time & location and ask them to confirm their attendance
- ✓ Make sure you have the CV's printed out or on an iPad and your interview questions ready.

on the day of the interviews ...

- ✓ Make sure you are well presented and the skin centre/ venue is immaculate and reflects your brand and expectations
- ✓ If hosted at the skin centre, offer them a quick tour to help them relax and give insight into the role and expectations
- ✓ Outline the agenda
- ✓ Make notes throughout including how the candidate acted before/after the interview
- ✓ Keep questions and notes consistent so you can review against other candidates
- ✓ Don't be afraid to delve into someone's CV and question things that do not make sense. Short employment times/ why someone left etc.
- ✓ Give the candidate the opportunity to ask questions at the end.

after the interview...

- ✓ Review candidates against the E&D to check whether they meet the fundamental capabilities to do the job
- ✓ It's easy to get blown away by a personality, but if you do need a certain skillset then the evaluation form will ensure you look at candidates more objectively.
- ✓ Once you have made your decision, call them ASAP to offer them the position and give them the good news
- ✓ As hard as it can be to tell someone they haven't got the job it really is very important. This can be done via email or preferable by calling them.

onboarding and your new candidates first week ...

- ✓ This is step 1 to ensuring that you retain your staff member. You need to make sure their onboarding is the most amazing experience for them.
- ✓ Outline your expectations from day one
- ✓ Thoroughly plan their first week so that they are always doing something productive, team building or fun training style activities