

Interview Question Samples for In-Store Branches



Interviewing candidates for an in-store position can be challenging. The questions asked during the interview are crucial in determining the right candidate for this position. Selecting your questions carefully so that the responses provide insight necessary to make an effective decision is key. FSI recommends using open-ended questions to help build dialogue and focus the attention directly on the candidate. Focusing attention on listening to the candidate's responses helps to provide insight into his/her ability to handle stress.

1. What prompted you to apply for a position to work for this financial institution's in-store branch?
2. How do you keep yourself focused and productive in the midst of frequent interruptions and distractions?
3. Tell us how you view competition? In what types of situations do you find yourself to be competitive?
4. Share some thoughts or ideas about ways to attract new customers to an in-store branch?
5. What strengths will you bring to the in-store branch?
6. What do you think are the positives and negatives about dealing with the public?
7. Share your feelings on initiating conversations with people you haven't met before?
8. What interests you most about the concept of in-store banking?
9. What makes you better for this job than all the other candidates?
10. Tell us about a previous co-worker that you did not get along with and how you handled the situation.
11. What would your previous/current co-workers tell us about your work ethic and professionalism? What would your previous/current supervisor say?
12. Tell us something about you that we should know that demonstrates your unique abilities you would use if given this role.

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13. What is the most important life lesson you have learned?
14. What is your biggest strength and how will it support the vision or add value to our financial institution?
15. Is your schedule flexible enough to work late hours and weekend hours on a regular basis?
16. Provide your opinion on leading or serving on a multigenerational team.
17. Tell me about a time that you did more than what was required on the job.
18. Can you take me through a scenario at work that was particularly stressful for you, and how was it handled?
19. Which components of your previous job did you enjoy? Which did you not enjoy?

Unique Interview Practices:

1. Hand the candidate an object (e.g., an iPod, a slinky, or a candy bar) and ask them to sell the item to you. A demonstration of the candidate's ability to think on their feet is always good insight into their proactive connectivity.
2. Ask the candidate to conduct aisle time with you. Pay close attention to their focus, body language and their ability to connect with shoppers.
3. Request the candidate to come to the interview prepared to offer a 60-second commercial on a particular topic, the financial institution, or a product/service the financial institution offers. This is a great way to see the candidate's preparation strategy, creativity, and connect ability.