

The Hiring Journey



STYLES OF INTERVIEWING

Pre-Screening Interview:

Typically, a quick first-round interview conducted over the phone

****Give the Qualifiers to work at BTC****

Behavior Interview:

Focus on how the candidate performed in previous on-the-job situations by asking open-ended and situational questions. ****Most Common Interview****

Structured Interview:

The Interviewer asks every interviewee the same questions.

Unstructured interview:

The Interviewer uses open-ended questions, and this allows the candidate to set the pace of the interview. The style allows interviewee to share what they want but hard to compare candidates.

Panel Interview:

Two or more interviewers, usually from different areas.

TOP 10 ILLEGAL INTERVIEW QUESTIONS

1. "Are you married?" or "Do you have children?"

Why it's illegal: Can lead to discrimination based on marital or family status.

Legal alternative: "Are you available to work the required schedule for this position?"

2. "How old are you?" or "What year did you graduate?"

Why it's illegal: Violates age discrimination laws under the Age Discrimination in Employment Act (ADEA).

Legal alternative: "Are you over the age of 18?"

3. "What is your nationality?" or "Where were you born?"

Why it's illegal: Violates Title VII of the Civil Rights Act regarding national origin discrimination.

Legal alternative: "Are you legally authorized to work in this country?"

4. "What is your religion?" or "Do you need time off for religious holidays?"

Why it's illegal: Violates protections for religious freedom.

Legal alternative: "Are you able to work the schedule required for this position?"

5. "Do you have any disabilities or health conditions?"

Why it's illegal: Violates the Americans with Disabilities Act (ADA).

Legal alternative: "Are you able to perform the essential functions of this job with or without reasonable accommodation?"

6. "What is your sexual orientation or gender identity?"

Why it's illegal: Protected under EEOC guidelines and various state laws.

No acceptable version. Sexual orientation and gender identity should never be discussed in hiring.

7. "Have you ever been arrested?"

Why it's illegal: In many states, it's illegal to ask about arrests that didn't lead to convictions.

Legal alternative: "Have you ever been convicted of a crime relevant to this position?"

8. "Do you plan on having children?" or "Are you pregnant?"

Why it's illegal: Violates protections related to pregnancy and parental status.

Legal alternative: "Can you meet the attendance requirements for this role?"

9. "What is your race or ethnicity?"

Why it's illegal: Protected under Title VII of the Civil Rights Act.

No acceptable version. This should not be asked at all.

10. "What is your political affiliation?"

Why it's illegal: While not federally protected, in many jurisdictions, political affiliation is protected and irrelevant to job performance.

No acceptable version. Avoid discussing politics entirely in interviews.

Always focus on job-related skills, experience, and the candidate's ability to meet the requirements of the position. If you're unsure about a question, it's best to consult HR or legal counsel.

GENERAL INTERVIEW QUESTIONS

Behavioral & Situational Questions

1. Tell me about a time you had to adapt quickly to a major change at work. What did you do?
2. Describe a situation where you had to collaborate with a difficult team member. How did you handle it?
3. What's the most innovative idea you've implemented in the last year? What was the impact?
4. Give an example of a project or task you led from start to finish. What were the results?
5. Describe a time when you failed. What did you learn, and how did you apply it moving forward?

AI & Tech Awareness

6. What technologies or tools have you adopted recently to improve your productivity or workflow?
7. How comfortable are you working with AI-driven tools or platforms in your role?
8. How do you stay current with new technologies relevant to your field?

Remote & Hybrid Work

9. What does an ideal hybrid or remote work environment look like to you? How do you stay productive?
10. How do you manage communication and collaboration in a virtual or distributed team?

Soft Skills & Culture Fit

11. How would your colleagues describe your working style?
12. What motivates you in your work, and how do you stay engaged over time?
13. Tell me about a time you had to persuade someone to see things your way. What was your approach?
14. What do you think makes a healthy team culture, and how do you contribute to it?

Goal Orientation & Impact

15. What professional achievement are you most proud of and why?
16. Where do you see yourself in the next 2–3 years, and how does this role support that vision?
17. How do you measure personal success at work?

Values & Ethics

18. Tell me about a time when you had to take a stand on something you believed was ethically right. What happened?
19. What type of company culture brings out your best performance?

Future-Focused

20. What do you think will be the biggest trend shaping your industry in the next few years, and how are you preparing for it?

FRONT DESK RECEPTIONIST INTERVIEW QUESTIONS

Customer Service & Communication

1. How do you greet and handle guests or clients when they arrive at the front desk?
2. Can you describe a time you dealt with a difficult visitor or caller? What was the outcome?
3. How do you handle multiple guests arriving at once while the phone is ringing?
4. What's your approach when someone is upset or frustrated at the front desk?
5. How do you ensure clear, professional communication—both in-person and over the phone?

Organization & Task Management

6. How do you prioritize tasks when handling a busy front desk with competing demands?
7. What systems do you use to stay organized with scheduling, messages, and documentation?
8. Describe your experience with managing calendars, booking appointments, or conference rooms.
9. Tell me about a time you made a mistake on the job. How did you fix it and prevent it from happening again?
10. How do you handle confidential information or sensitive materials (like guest records or employee details)?

Technology & Tools

11. What office software or phone systems are you comfortable using? (e.g., Outlook, CRM, multi-line phones)
12. Have you worked with visitor management systems, security badges, or check-in software?
13. What's your comfort level with virtual or hybrid front desk responsibilities (e.g., answering video calls, digital bookings)?

Teamwork & Adaptability

14. How do you support other departments while managing the front desk?
15. Tell me about a time you had to quickly adapt to a change in routine or policy. How did you manage it?
16. How do you handle downtime at the front desk—what do you do when things are quiet?

Problem-Solving & Initiative

17. Give an example of when you took the initiative to solve a problem without being asked.
18. Have you ever had to handle an emergency situation (medical, security, etc.)? What did you do?

Professionalism & Fit

19. How would you describe your personal approach to customer service and professionalism?
20. What makes you a great fit for the front desk role at our company?

BARTENDER INTERVIEW QUESTIONS

Skills & Experience

1. Can you walk me through your experience as a bartender and the types of establishments you've worked in?
2. What are your go-to cocktails or specialties, and why?
3. How do you stay current with new drink trends or mixology techniques?
4. What's your approach to managing a busy bar on a high-volume night?
5. Describe a time you had to handle multiple drink orders under pressure. How did you stay organized?

Service & Customer Interaction

6. How do you create a welcoming environment for both regulars and new guests?
7. Tell me about a time you dealt with a difficult or intoxicated customer. What did you do?
8. How do you handle situations where you suspect a customer has had too much to drink?
9. What's your approach to upselling premium drinks or food pairings without being pushy?
10. How do you deal with customers who ask for drinks that aren't on the menu or that you don't know how to make?

Bar Management & Cleanliness

11. How do you ensure cleanliness and organization behind the bar during your shift?
12. What steps do you take to monitor inventory and avoid waste or overpouring?
13. Have you worked with POS systems or handled cash/credit card transactions? Tell us about your accuracy and process.
14. Please share steps of your experience with opening and closing procedures?

Teamwork & Communication

15. How do you communicate with kitchen staff or servers during a busy shift to keep everything running smoothly?
16. Tell me about a time you had to work through a disagreement or miscommunication with a coworker.

Responsibility & Compliance

17. Are you certified in any responsible alcohol service training (e.g., TIPS, ServSafe Alcohol)?
18. How do you ensure compliance with local alcohol laws and ID checks?

Personality & Fit

19. What do you enjoy most about bartending? What keeps you motivated during long shifts?
20. How would you describe your bartending style or personality behind the bar?

TOP NON-\$\$\$\$ BENEFITS THAT KEEP EMPLOYEES HAPPY AND LOYAL

Flexible Work Arrangements

- Flexible hours or compressed workweeks
- Empowers employees to manage their time and reduce stress, especially for those with families or long commutes.

Positive Work Culture

- Respectful, inclusive, and supportive environment
- Strong leadership and transparent communication
- Recognition and appreciation for work
- Culture often outweighs compensation in the long term.

Career Development & Learning Opportunities

- Training programs, courses, certifications
- Mentorship or coaching
- Internal mobility (clear paths to promotion or lateral moves)
- Employees stay when they feel they are growing.

Work-Life Balance

- Generous PTO policies
- Parental leave (maternity, paternity, adoption)
- Support for caregivers
- Employees are more loyal to companies that respect life outside work.

Strong Management and Leadership

- Managers who provide clear goals, feedback, and support
- Trust in leadership and organizational direction
- Poor managers are one of the top reasons people leave—even if the pay is good

Purpose-Driven Work

- Alignment with company mission or values
- Sense of impact or contribution to a bigger goal
- Employees are more engaged when they feel their work matters.

TOP NON-\$\$\$\$ BENEFITS THAT KEEP EMPLOYEES HAPPY AND LOYAL

Mental Health & Well-being Support

- Access to mental health resources (therapy, EAPs)
- Wellness programs (meditation, fitness, etc.)
- Reasonable workload and expectations
- Prevents burnout and fosters long-term engagement

Employee Voice & Autonomy

- Opportunities to give input and be heard
- Autonomy over how work gets done
- Micromanagement drives turnover—ownership and trust encourage loyalty

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