



### Applicant Questionnaire

1. What does “exceptional customer service” mean to you?
2. Have you ever experienced “exceptional customer service”?  
Describe your experience.
3. Why did you choose our salon?
4. If your trainer needed to coach you on a less than acceptable job performance, how would you prefer to be coached?
5. Have you ever been a client at this salon?
6. If **yes**, how would you describe the service you received and the quality of your visit? What would you do to improve it?  
If **no**, how would you describe the last salon service that you received? What would you do to improve it?
7. Why do you want to be a part of our team?
8. What are your strengths?
9. What are your underdeveloped strengths?
10. Do you currently have reliable transportation?
11. Are you available for training where you would have to stay over night in another city/ town/state?
12. Where do you see yourself in 2 years?
13. Where do you see yourself in 5 years?
14. Do you want to own your own salon in the future?
15. What are your expectations of this job?

16. Please describe the “perfect job”.
17. How would you handle a difficult client?
18. Are you a morning lark or an evening owl?
19. Briefly explain the reasons why we should hire you.
20. What type of clientele are you best suited to work with?
21. What would your friends say about you?
22. What irritates you the most?
23. What questions do you have for me?
24. Finish this sentence. I love to...

Thank you for taking this time to answer these questions. Please return this to the salon owner/ manager/ stylist and we will contact you as soon as possible for your next interview.

Trainer \_\_\_\_\_ Date\_\_\_\_\_

Applicant \_\_\_\_\_ Date\_\_\_\_\_