

## Recruit Shop: Interview Guide for Small Business Owners

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### 20 Interview Questions Every Small Business Owner Should Ask

Finding the right person for your team isn't just about skills — it's about fit. And the best way to uncover that is by asking the right questions in the interview. Use this guide to make your next hire with confidence.

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#### Section 1: Behavioural Questions

These explore how candidates have acted in past situations, giving insight into their character and habits.

- 1. Tell me about a time you solved a problem without having all the information you needed.**  
*Reveals adaptability and initiative.*
  - 2. What did you enjoy most — and least — about your last role?**  
*Shows motivations and deal-breakers.*
  - 3. How do you like to receive feedback?**  
*Uncovers communication preferences and cultural fit.*
  - 4. Describe a time when you worked as part of a small team. What role did you naturally take on?**  
*Highlights teamwork and collaboration style.*
  - 5. Can you share an example of when you exceeded expectations at work?**  
*Demonstrates drive and pride in performance.*
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#### Section 2: Situational Questions

These test how candidates would approach challenges they may face in your business.

- 6. If you were juggling multiple urgent tasks, how would you decide what to do first?**  
*Reveals prioritisation skills.*

7. **Imagine a customer complained about a service/product. How would you handle it?**  
*Tests problem-solving and customer service mindset.*
  8. **If you realised partway through a project that you'd made a mistake, what would you do?**  
*Assesses accountability and ownership.*
  9. **If you were asked to learn a new system or process quickly, how would you approach it?**  
*Explores learning agility.*
  10. **What would you do if you disagreed with your manager's decision?**  
*Gauges conflict management and professionalism.*
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### Section 3: Cultural Fit Questions

These help determine whether the candidate will align with your values and ways of working.

11. **What do you know about our business, and what made you want to apply?**  
*Shows preparation and genuine interest.*
  12. **What kind of workplace brings out your best performance?**  
*Reveals environmental preferences.*
  13. **What values are most important to you at work?**  
*Uncovers alignment with company culture.*
  14. **How do you usually contribute to team culture?**  
*Assesses collaboration and positivity.*
  15. **If you could describe your ideal manager, what qualities would they have?**  
*Helps you assess fit with your leadership style.*
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### Section 4: Motivation & Growth Questions

These explore long-term potential and what drives the candidate.

16. **Where do you see yourself in 2–3 years, and how does this role fit into that?**  
*Assesses long-term alignment.*
17. **What motivates you to do your best work?**  
*Highlights internal drivers of performance.*

**18. What new skills would you like to develop in your next role?**

*Shows career aspirations and growth mindset.*

**19. What type of recognition makes you feel valued at work?**

*Reveals how to keep them engaged.*

**20. What are you hoping to find in your next workplace that you didn't have in your last?**

*Uncovers expectations and potential red flags.*

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## Final Tip from Recruit Shop

By asking a balance of behavioural, situational, cultural, and motivational questions, you'll go beyond resumes and uncover the qualities that really matter: **character, motivation, and cultural fit.**

At Recruit Shop, we handle everything before this stage — writing ads, sourcing candidates, and shortlisting — so when you sit down for interviews, you're only meeting the best-fit candidates. All for a flat fee of **\$2,995 + GST.**

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