Retail interview questions and answers

1. Say why you want to work in retail

Why do you want to work in retail?	I like talking with people, and I like a job where the day goes fast. I also like helping someone find the right thing.
Why do you want to work at this store?	I shop here, and the staff always help me. I like the products, so it's easy for me to talk about them.
Do you have any retail experience?	Not in a store, but I helped at my family's shop on weekends. I learn fast, and I'm happy to follow your training.

2. Say when you can work

When are you available?	I'm free every evening and on Saturdays. On Sundays I have class, but I can do one Sunday a month.
Can you work holidays?	Yes, I can. If I know the schedule early, I can plan around it.
Can you stand all day?	Yes. I worked on my feet at my family's shop, and I wear comfortable shoes.
Tell me about a time you worked in a team.	At school, I worked on the sports day. We shared the jobs, and I helped others when I finished early.

3. Say what you do when a customer wants a refund with no receipt

A customer wants a refund, but she has no receipt. What do you say?	I say sorry and explain, kindly, that I need a receipt. Then I say I can ask my manager, so she knows I'm trying to help.
What do you do when two customers need help at the same time?	I say hello to both, and I tell the second one, I'll be right with you. Then I finish with the first one.

4. Sell her one thing in two sentences

Pick something in the store and sell it to me in two sentences.	This scarf is soft and warm, and it's gray, so it goes with everything. Would you like to try it on?
A customer buys a shirt. What else can you recommend?	This belt goes well with it, and it's on sale this week. Would you like to see it?

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