



Association of  
Nutrition & Foodservice  
Professionals

# The Basics of Hiring Aren't Always Easy or Basic

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# Open Position

## Evaluate the Position

- Is it necessary?

- Evaluate Scheduling

  - Full-Time vs. Part-Time

# Update Job Description

- Do a Job Analysis if Necessary
- Include Requirements
  - Physical Abilities
  - Skill Abilities
  - Scheduling Requirements
- Avoid ADA and Discriminatory Issues

# Advertise the Position

## -Everybody Does It

- Newspaper, TV, Radio, On-line

## -Not Everybody Does It

- In-House: Pay for Referrals

- Social Service Agencies

- School Counselors

- Religious Groups- Diversity

# Evaluate Candidates:

- Don't judge too harshly  
based on application
- Lots of Experience vs. No Experience

# Prepare List of Questions to Ask Each Candidate

- Ensures Fairness
- Avoids Discrimination
- Favoritism – “Hire people like me”

# Questions to Avoid

-How old are you? vs. Are you at least 18 years old?

-How many kids to you have? ..... Is this Job Related???????

-Are you a U.S. Citizen? vs. Can you legally work in this country?

-Do you have a car? vs. Have you ever had issues with attendance/punctuality?

# Questions to Avoid (continued)

- Have you been arrested? vs. Have you been convicted of.....?

- Anything else that can lead to a claim of discrimination under ADA or Civil Rights laws.

Age, Race, Color, Sex/Gender/Orientation, National Origin, Birthplace, Disability, Marital/Family Status



# Questions to Avoid(continued)

- Tell me About Yourself?

  - Can open up a can of worms depending on how they answer.

- Use this instead-

  - “Tell me about your past work experience?”

# Questions to Include:

- Did you read and understand the job description?
- Ask if they can perform these duties with or without accommodation.
- The job requires this schedule along with flexibility. Can you meet this requirement?

# Standard Based Questions -Demonstrative

Ex: Can you make gravy?

Ex: Tell me how you make gravy,  
include all the steps

# Standard Based Questions

## -Behavioral/Situational

Ex: Do you get along well with others?

Ex: Tell me about a time you had a conflict with a co-worker and how it was resolved.

# Conduct the Interview(s)

## Have two or more interviewers

- Helps prevent personal bias
- Include another department head. Nursing??
- Include potential co-worker

## Be Prepared to Not Hire Anyone

# Select the Best Candidate

- Hire for Attitude rather than Experience
- Hire for Diversity rather than someone like everyone else in your organization

# Orient the New Hire

- Avoid Overload During Initial Training
- Mandatory training videos...6-8 hours, mental retention????

# Training:

-Train.....

-Train.....

-Re-train.....



# Coaching:

-Coach.....

-Coach.....

-Coach.....

# Mentoring:

-Mentor.....

-Mentor.....

-Mentor.....

# Evaluations

-Frequency?

-Effective?

# Stay Interviews

- Ask them what they need to do their job better?
- Ask them what they need from your organization in order to succeed or advance their career.

# Retention

What keeps people working for you?

Do you advocate for your employees enough?

# Some questions to consider:

What is one thing you would change about your current or past job?

What's one thing about you your resume or application doesn't show?

# Stay questions:

What do you look forward to when you come to work each day?  
What do you like most or least about working here?  
What keeps you working here?  
If you could change something about your job, what would that be?  
What would make your job more satisfying?  
How do you like to be recognized?  
What talents are not being used in your current role?  
What would you like to learn here?  
What motivates (or demotivates) you?  
What can I do to best support you?  
What can I do more of or less of as your manager?  
What might tempt you to leave?

Source: [shrm.org](http://shrm.org)

# Questions??????



# Thank You

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