

Walmart Interview Guide

Step-by-step interview guide for job seekers who try to get a job at Walmart

From former Walmart interviewer Jacob Gates

Walmart employs more than two million people globally. One would expect a **flawless recruitment, and brilliant interviewers to work for the corporation**, considering the number of job applications they receive annually. One would be wrong in their expectations....

I interviewed job seekers at Walmart, and I later helped to reengineer their recruitment. I worked there for nearly three years, trying to reduce the job hopping rate they experienced, and reduce the average cost for a new hire. Though we succeeded to certain extend, implementing virtual interviews and a new interview score sheet, **we did not manage to reach flawless recruitment**. It was simply not possible.

Walmart is a global company. Many different people lead interviews with job applicants in every city, in every Walmart store, or center. Even with the exact rules and **simple to use interview template**, it is practically impossible to ensure that the interviews will be conducted in a professional manner.

But what does it imply for you, a job seeker at Walmart? It implies that even though you may have the right skills to work at Walmart, they may still choose someone else. But it also implies that **when you do not have the skills, and do not even meet their requirements, you can still get the job**—bearing in mind you know what to do in their interviews...

Many people left the interview with Walmart disappointed. When I was collecting the anonymous feedback of job seekers, I often read the following responses:

- *“The interviewers were not professional.”*
- *“The man who interviewed me was not qualified for leading job interview.”*
- *“The questions they asked me made no sense.”*

These job seekers have to realize one thing: **people interviewing job candidates at Walmart are not professional recruiters, or skilled HR experts.** They are store managers, or assistant managers, who have dozens of other things to do, and they often work for more than fifty hours a week.

We should not blame them for their mistakes in the interviews, and blaming them would not change anything for you anyway. They have just millions of other things to do, and therefore the interviews are not always as professional as they should be.

Clever job seekers do not complain about that. They rather **try to understand how they can use the flaws of interviews at Walmart to their advantage, how they can benefit from them.** In this eBook, I am going to show you how you can do that—benefit from the flaws, telling them what they want to hear, and getting the job at the end.

We will start with **basic description of typical interview process** at Walmart, so you will learn what to expect. I will outline share some advice for virtual, phone and face to face interview.

Second chapter is **dedicated to face to face interview suggestions.** You will learn what to wear to your interview, what documents to bring with you, and most importantly, how to act there to impress the interviewers and convince them to hire you.

Third part of the book is dedicated to **twenty most common interview questions at Walmart.** You will understand why they use each question, and how to answer it. Sample answers follow right after the hints.

In the forth chapter, we will analyze a **personality test they often use at Walmart, and at other retailers**. You will learn how to approach the test and find right answer to the questions.

In a final part of the book we will speak shortly about **interview follow-up**.

Once you read the book, **you should know what to do before an interview, during it, and also afterwards**. This should help you to **get rid of stress, deliver your best on a big day, and get a job**.

One questions you can ask me right now:

How can you be so sure about your guide? Don't they change the interviews at Walmart every month or year?

Frankly, they do not change them often. **Tings do not change that fast in big corporations**. And secondly, they are satisfied with the results of their recruitment right now, so they do not feel an urge to change the way they lead the interviews. On the top of that, I try to update the book as soon as I register something important has changed. So do not be worried. The information in this book should help you to ace your interview at Walmart, and to do it with style!

Enjoy your reading!

*Jacob Gates,
Your Personal Job Interview Coach*

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I. Interview Process at Walmart

Virtual Interview

At the end of 2010, Walmart implemented this form of pre-screening interview into their recruitment procedures. You may, as well as not, face it, depending on the country and the position you apply for.

Virtual interview is a one way recorded interview. Job seekers use an online platform and a cheap webcam sent by Walmart **to record their answers to prerecorded interview questions.**

Virtual interviews are typically used for:

- *Event based hiring*
- *Campus Hiring*
- *Volume Hiring*

(But they can use it also for any other form of hiring)

Why did Walmart implement virtual (video) interviewing?

It should help them to:

1. **Assess your communication skills.**
2. Assess the **level of your motivation to work for them** (*very important, one of the decisive factors*).
3. Get a basic **understanding of your personality and intelligence.**
4. **Decide if it is worth to invite you for a face to face interview.**

Job seekers have to answer the following five questions: (wording could differ slightly, but the questions are nearly always the same)

1. **Why do you want to work for Walmart?**

2. **Why do you think we should hire you for this position?**
3. **What are your strengths and weaknesses?**
4. **What are your goals?**
5. **What motivates you in work?**

We will look at the answers to these questions in the third chapter of Walmart Interview Guide. Three questions (3,4,5) are also analyzed in the 15 Most Common Interview Questions and Answers eBook, a free gift you got to your purchase. You will find multiple brilliant answers to these questions in that book as well.

You should not underestimate the virtual interview. While analyzing your recording, managers at Walmart consider many things, not only the quality of your answers. **Your intelligence, your motivation to work for them, you communication skills—you are given a score for all of them.** Eventually they decide to invite you for an interview, or decline your application.

How to pass the virtual interview with Walmart?

You definitely should:

- Smile while being interviewed, and **look into the camera.** (Eye contact is very important.)
- Talk with **enthusiasm** while answering the questions. (It shows your **motivation** to do the job.)
- Speak to the point, answer only what they ask about. Each answer should not take you more than 30-40 seconds.
- **Give good answers to the five questions.** (You will find them in our eBook.)

Following these few simple rules will **guarantee you an invitation for a face to face interview at Walmart.**

Walmart phone interviews

Managers from Walmart may interview you over the phone, especially if you apply for a job in a store located in the southern parts of the US, or if you apply for a managerial position. It is a **cost and time effective alternative to virtual interviews, and it** offers more flexibility (interviewers can ask a variety of questions, and the discussion can take various twists and turns, depending on your answers).

What do they ask about in a phone interview?

They will use similar questions as they do in virtual interview. They may add couple of additional questions (I will explain and answer them in the third chapter of the book). If the phone interview goes well, manager will propose a schedule for a face to face interview in a store—the last step of the interviewing process.

What to do to succeed in a phone interview?

- **You should answer your phone calls professionally, with a smile on your face.** When you are in a middle of job search, you never know who is calling you. Many times I called people for an interview at 2pm and from the tone of their voice it was clear I just woke them up. As you can imagine, **seeing someone sleeping at 2pm did not make a good impression on me.** While searching a job, you should always be ready to receive a phone call from an employer.
- If you are in traffic, or in a rush, or if you for some other reason **cannot focus on the call, it is better to ask them to call you ten minutes later**, or propose that you will call them back in ten minutes. Show them **that the call from Walmart manager matters to you**, that you want to give them your full attention.
- **Try to show that you expected the call.** The interviewer should get the

feeling that you were waiting for them to call you. You should sound like someone who really is interested to work at Walmart, not like someone who submitted dozens of job applications and waits basically for any phone call (though it may be the case, the interviewers should not get such an impression from the call with you).

Expect the phone call. Calm down, relax, and show them that you are glad to hear the voice of a manager working for Walmart. Listen carefully and speak to the point. Show respect and humility, show enthusiasm. If you do so, **you'll get the invitation for face to face interview.**

Face to face interview

When you pass the initial phone, or virtual interview (if you have to pass them), they will invite you for a typical face to face interview to the store.

One or two employees from the store typically **lead the interviews**, but if you apply for a managerial position, you can expect someone from the HR department of the company to be present.

The people will typically take notes, which may seem important, but in fact nobody reads those notes after the interview with you.

In fact, after the first ten minutes of the interview with you they already know if they offer you a job. The rest of the show, as well as the notes they take, is just for the image, or for following the interview template they have prepared (or received from the HR) before.

Walmart managers should follow some rules in an interview. However, face to face interviews are not recorded, so no one can complain about the decisions they make. Therefore, **personal preferences can often decide the winner from few best candidates** or they can decide it for you immediately, if you are the only person they interview on a given day.

Second job interview

They may sometimes invite a small group of shortlisted applicants for a second face to face interview, which is typically led by a store manager, and the HR person is often present. This is true in some locations where they receive many applications, or when they recruit for AM position and above.

Typically it is about the feelings of the store manager and the HR person, and they will decide on the spot about the candidate who gets the job. **They may often ask the very same questions as you got in the first interview.** At the end of the session, they choose a person they like the most.

You should try your best to build a good relationship with them in an interview, to show some respect and recognition for a brand of Walmart, or for a particular store. That's a guaranteed way of improving your chances in a second interview (and in the interviews for managerial positions especially), and we will talk more about it in the next chapters of this book.

Note: Check the audio recording I Will Get a Job, a free bonus you got to your purchase, to understand better how to connect with your interviewers, and win their hearts.

Summary of a typical Walmart interview process:

1. Virtual interview or phone interview (optional)
2. Face to face interview
3. Second interview with a store manager (optional)
4. Drug test
5. Orientation (optional)
6. Starting the job

II. Interview Tips for Walmart

What to wear to the interview at Walmart?

There is one simple rule you should follow when choosing your interview attire:

Wear the same clothes you would wear to the job.

At Walmart, we speak about clean and well ironed khaki pants and navy blue shirt or t-shirt, should you apply for a typical job in one of their stores (cashier, unloader, stocker, etc).

If you apply for a job of a store manager, department manager, or other position in an office, **black pants and dark blue shirt** would be ideal for your interview. Women can alternatively wear skirt and blouse in the same colors.

Please, do not underestimate the importance of your interview attire. A scientific study showed that once job seekers adhered to the dress code of the institution where they applied for a job, the interviewers had better feeling about them. They saw someone as a good adept to join the company, **just because the colors and style of their dress matched the dress code of the company, the colors and style that belonged to their corporate identity.** Clever job seekers know that our decisions are from 80% emotional, and they use this simple trick to their advantage.

What to bring to the interview with you?

Managers at Walmart will nearly always check your references.

If you do not list on your resume the people they should call to, they will simply call the company where you worked before, ask for your former superior, and inquire them about the feedback on you as an employee.

Therefore I suggest you to include references on your resume, so it is you who chooses

the people they will contact.

Written recommendation from your former boss (or a teacher), would be yet another level.

Just very few applicants for jobs at Walmart have any written recommendations with them. Bring one, and stand out from the crowd!

Even if the interviewers do not ask for the references, or do not look at the papers you brought, they will still help you. Bringing the recommendation **shows that** you really care, that you try your best to succeed and get a job with them.

Most applicants bring only their resume, or they bring nothing. Try to be better, **try to do more**. Interviewers will always appreciate the “do more” attitude, and it doesn’t matter if you apply for a job of a store manager, or a cashier.

How to act in the interview at Walmart?

People who lead interviews at Walmart are not professional interviewers in most cases. They are store managers, assistant managers. You should understand that:

- They are busy.
- They are often not satisfied with their own jobs.
- They do not want to waste their precious time leading interviews. But they have to do it. Therefore they can be cold, or even impolite sometimes.
- Personal preferences will nearly always have some impact on their final decision.

Now wait a second. **Is it really possible in one of the biggest corporations in the world?**

It is possible.

In many aspects of doing business, Walmart can serve as a **role model for other corporations**. But that isn’t true when we speak about interviewing people for the job.

Nevertheless, **you should use this to your advantage**. It means that you can nearly

always get a job, you just have to know how to win their favor.

In order to do so, I suggest you the following:

1. **Show as much respect as you can to the interviewing managers.** These guys like to be respected, and they desire recognition.
2. **Never interrupt the interviewers while they speak.** Managers at Walmart hate it. Oppositely, give them your attention and listen carefully to every word they say. Let them to lead the interview.
3. **It doesn't matter how cold or impolite they are, you should always smile and talk politely.** Do not get distracted by their behavior. It can be also a form of test. Customers are not always nice to the employees in a store. Walmart managers can be just testing if you can handle their rude behavior. Stay calm and positive, showing that you won't get derailed by a bad word you may hear from the customers.
4. **Show humility. Do not try to be Mr. Important.** Walmart managers hate such a behavior. You need to leave your ego at home, if you want to succeed in this interview.
5. **If you get a chance to compliment them, do it.** For example, you can compliment the managers for a smooth run of a store, or for anything else you observed before or during the interview.

III. Twenty Most Common Walmart

Interview Questions and Answers

If you follow the suggestions and interview strategies presented on the pages of this eBook, you will most likely get a job at Walmart.

However, the managers use (or should use) a **score sheet in an interview, giving** you a score for each interview answer.

Interestingly enough, **Walmart managers use nearly identical questions in every interview.** It does not matter if they interview you for a position of a security guard, customer service assistant, or shift manager. The questions will be the same.

Is it strange? Hard to say... Considering the workload the managers face, the size of the company, and the **number of interviews they conduct every single day** all around the world, using similar questions every time (following an interview template) is likely the only viable option.

And we will have a look at these most common questions right now.

There is a short hint for every question. The hint explains **why the interviewers ask you the question, and what you should focus on when answering.** Several **excellent answers** follow every hint. Feel free to use them as an inspiration for your own interview answers.

The following questions are analyzed in this book:

1. **Why do you want to work at Walmart?**
2. **Why do you think you could be a good cashier (customer assistant, store manager, etc.) at Walmart?**
3. **What was the most difficult situation you have encountered, and the simplest way you used to solve the situation?**
4. **When in your last job did you go over and above for the customer?**
5. **If another co-worker were gossiping about someone else something which was untrue, how would you react?**
6. **If a customer accused you of bad service, what would you do?**
7. **If a supervisor asked you to change the way your job was performed even though you knew you were doing it right, what**

would you do?

8. Can you define the value you can bring to Walmart as an employee?
9. What would you do if you had a disagreement with your manager?
10. What can you improve about Walmart?
11. This job is repetitive. What would motivate you to do it well every day?
12. Tell me about a time when you found it hard to be courteous. How did you handle it? Why did you handle it that way? If it happened again, would you handle the situation differently?
13. Explain a time when you had to meet a tight deadline. What was the reason for the deadline? What was the quality of work?
14. Explain a time when you were busy and needed to prioritize the tasks ahead of you.
15. What are your strengths and weaknesses?
16. There are rules for everything we do. Tell me about a time when you thought it was important to follow a rule. Why was it important to follow this rule and how did following this rule affect the others?
17. How long do you want to work for Walmart?
18. Describe a time when you have effectively resolved another person's request. What was the situation and what kinds of information did you gather to help assist in resolving this request?
19. When are you able to start the job?
20. Do you have any questions?

1. Why do you want to work at Walmart?

Hint: Try to focus on your personal preferences to the brand of Walmart, their vision, values, or product portfolio. You should simply talk about something that distinguishes Walmart from their competitors in your eyes, something their hiring managers should be proud of.

Alternatively you can say you believe to be the right match for the job, that the working environment at WM suits you, at least according to your observations as a customer of the retailer.

Good Answers:

- I like the brand of Walmart, and the vision of the company. I prefer to do my shopping here. The way the customer assistants and cashiers approach us in a store is better than in other stores. I would love to become one of these assistants.

- The way you work here, as well as the way the store is organized, resonates strongly with my values and beliefs. What is more, the store is located near my apartment, so it would be easy for me getting to work.

2. Why do you think you could be a good cashier (customer assistant, store manager, etc.) at Walmart?

Hint: Try to focus on strengths that are relevant for the job you apply for at Walmart. Stress your motivation to work hard, and to learn new things. If you had similar job in the past, say that past employers and colleagues were satisfied with your work, and therefore you believe to do it well.

Good answers:

- *With communication skills and past cash handling experience, and with my understanding for the values you try to follow here at Walmart, I am sure I can be a great customer assistant.*

- *I had the same job in the past, and I felt good doing it. My colleagues and superiors were satisfied with my work. I have no reason to doubt my ability to become a great assistant manager here at Walmart.*

3. What was the most difficult situation you have encountered, and the simplest way you used to address and solve it?

Hint: If it is your first job application, you can **talk about difficult situation from the college, or from personal life**. If you had a job in retail before, it is better to speak about work related situation. Anyway, **your attitude matters**, not the particular situation you talk about. Speak calmly, and be positive about life and the challenges it throws on you. Do not judge anyone and do not forget that customers are always right, if you decide to speak about a problem you had with a customer.

Try to stress the lesson you learned when facing a difficult situation.

Good answers:

- *A drunken customer came to the petrol station where I have worked before. They started to attack my colleague verbally. She didn't know what to do. I used my communication skills to politely address the offender. I sold them what they wanted and they left the store. The situation showed me that it is important to stay calm and not go into arguments with the customers.*
- *The state exams were difficult and stressful. I wasn't the best companion at that time, as I was nervous and angry when talking to people. Eventually I made a study plan for each day, from morning to evening, and I followed the plan to the point. I passed the exams and learned how important it is to organize your work and make a daily plan.*

4. When in your last job did you go over and above for the customer?

Hint: As a great applicant for any customer service/sales job in retail, you should

always go above and beyond for the customers. If you have no previous experience, say what you would do to go above and beyond with your service.

Your tone of voice is important when answering this question, or a similar one. You should **speak with love and joy** about every situation when you had to do (or wanted to do) something extraordinary for the customer. Interviewers should get the feeling that you **enjoy doing something extra for the people you interact with in your job.**

Good answers

- *I consider it my duty to always do my best for every customer. For example in my last job in retail, I called a friend, expert in the area of electronics, to ask for an advice when a customer asked me a specific question about a computer we were selling. The customer really appreciated what I did and I was happy to help them. Such moments make me proud of my work.*
- *I always try to exceed the expectations of my customers. That's the best way to motivate them to come back, and do business with us again. It also helps me to feel satisfaction in job. In my last job I visited a customer at home outside of our working hours, just to explain him and his wife the advantages of our mortgage plan, comparing it to the plans of other financial institutions. They could not make it in the hours, so I went to visit them.*
- *I have never gone above and beyond with customer service, as this is my first job application. However, I understand the importance of customer satisfaction in retail, and I will always look for opportunities to deliver exceptional service. I believe that with every passing week in job I will understand better what works with the customers, and soon enough it will become easy for me to exceed their expectations.*

5. If another co-worker were gossiping about someone else something which was untrue, how would you react?

Hint: Managers at Walmart **do not want you to solve the problems of other**

employees. They want to hear that you focus on your job, and that you **do not care about gossips at the workplace.** They also prefer to hire employees who do not gossip.

Good answers:

- *I would simply answer it was not true and continue working. Gossips will always be present, and we have to accept them. However, I need to focus on my own job, and have no time to think about the gossips of the others.*
- *It is their opinion. I always try to have good relationship with my colleagues, and do not care about the gossips. I try to be friendly to everyone, but if other people can not get along each other, it is their problem, and I can do nothing about that.*

6. If a customer accused you of bad service, what would you do?

Hint: Customer is always right at Walmart. That's the policy of a retailer. Therefore, **you should never suggest arguing with them.** Oppositely, you should **suggest giving them additional questions, trying to understand what you could do better.** Alternatively you can say you would offer them an assistance of "more experienced colleagues".

Good answers:

- *This is unlikely to happen as I always try to exceed the expectations of the customers. However, if it happened, I would ask them what I did wrong and I would try to remedy it.*
- *I would apologize and ask them what I should do better. If I could not satisfy them with my service after the additional questions, I would offer them help of one of my colleagues. I am sure you have a great system of*

handling these situations, and will tell me what to do before I start the job here.

- *I would try to solve the situation, stay calm and listen to their needs. I would try to remember the lesson I learned, and approach another customer in a better way next time, if similar situation occurred.*

7. If a supervisor asked you to change the way your job was performed even though you knew you were doing it right, what would you do?

Hint: Walmart supports the strong line of **hierarchy in their stores**. Employees should listen to their superiors and follow the rules. Therefore you should say you would do what the supervisor suggested.

Good answers:

- *The supervisor is typically more experienced, and they handled similar situations in the past. It is their obligation to say what I should do, and they have for sure a good reason for asking me to change something in work. I would briefly explain them my point of view, but if they insisted, I would simply change the way my job was performed, and follow their instructions.*
- *I am supposed to take care of my duties in a most efficient way, following the orders. It is a responsibility of a supervisor to think how we should do the job, and to tell us. I would therefore simply follow their orders.*

8. Can you define the value you can bring to Walmart as an employee?

Hint: Most job applicants will have similar background and resume. Trying to find the

best job candidate, hiring managers often ask about the value a person can bring to the team in a particular store.

You should try to talk about **something extraordinary**, for example a positive impact on other people in a store, your ability to build good relationship with the customers, or anything else you identify as a value you can bring to their team. Inspire yourself with the following answers.

Good answers:

- *I am generally positive about life and try to bring my enthusiasm to the workplace. I believe it is motivating for other colleagues to work with me, and they feel better in work because of that. This is the value I can, and want to bring to your store.*
- *I believe that customer assistants are really important for every retail store. Shoppers meet them on a daily basis, and in fact they decide about their satisfaction. Customer assistant is not only someone who should talk to clients and do what they ask them to do. They should strive to uncover their needs, offer the best possible products and services, make them happy in the moment of leaving the store, doesn't matter if they bought something, or not. Not many people have this attitude to the job in customer service—at least that's my experience from other stores. But I have that attitude, and I look forward to bring it to your team.*

9. What would you do if you had a conflict with your manager, or with one of your colleagues?

Hint: Conflicts belong to every workplace, but you should **stress that you try your best to avoid them**. Then you can say you'd try to solve the conflict in a way that would not lead to further conflicts, and would not harm the feelings of your colleagues. Alternatively you can say you would not argue with anybody, and would call your superior to help solving the conflict.

Good answers:

- *I try to avoid conflicts, staying humble, working hard, and trying to understand how my colleagues feel in work. However, sometimes it is impossible to avoid a conflict. I had one with my previous boss. They were blaming me for making a wrong decision. What I did was that I explained them the bigger picture, so they understood that my decision and the way I did the job, was beneficial for the company in a long run. I also apologized for not explaining it earlier. They agreed, we shook hands, and continued our work.*
- *If I had a conflict with my colleague, I would try to understand their point of view, and make them feel they were right, at least to certain extend. I believe that sometimes this is the only way to solve the conflict. If it did not help, however, I would call our superior and ask them to help us solving the conflict.*

10. What can you improve about Walmart?

Hint: They ask this question mostly in managerial interviews. It is a tricky one, because people who lead the interview with you are often responsible for the situation in the store.

Nevertheless, you should come up with an idea on improvement, or at least a suggestion, because that's what they expect from you in the job—to improve the functioning of the store, or at least of a team of people you will lead.

I suggest you **to combine a compliment with some idea of improvement**, perhaps a neutral one that should not touch them personally.

Good answer:

- *Walmart is a great place to work at, and shop at. I would not change anything about the vision, identity or product range. This particular store seems to be managed well, and every person I have met here so far seemed to know what they were supposed to do. However, if I get a chance to work here, to talk to the employees and to understand the daily routine at this place, I believe I will find some areas for improvement. I will try to improve the satisfaction of both the employees and the customers, and the higher profit of the store will be my ultimate goal.*

11. This job is a routine work. What would motivate you to do it well every day?

Hint: Most jobs in retail stores are repetitive. Therefore you should **focus on your preference to routine jobs**. A good feeling from a well-done job can also resonate in your answer.

Or you can say that from your point of view **the job is not repetitive, if one has the right attitude in work.**

Good answers:

- *To be honest, I prefer routine jobs. Once I learn to do things, I do my job well and have good feeling about doing it.*
- *Relationships matter for me the most. If I enjoy the time I spent with my colleagues, if I feel like a member of a hard-working team, it makes me happy and motivated to work hard all time. It does not matter if the job is repetitive or not.*
- *From my point of view, this job is not repetitive. I know that customer assistants (cashiers, supervisors, assistant managers) carry out the same tasks every day. But, there are problems you need to solve, and new clients you talk to. Many different things happen in a retail store on a daily basis. From my point of view, this job is fun to do, and I would not call it routine.*

12. Name a time when you found it hard to be courteous. How did you handle it? Why did you handle it that way? If you had to do it again, would you handle the situation differently?

Hint: The interviewers are **testing your listening and communication skills** with this question. It is a simulation of a situation that can happen in a workplace, when a customer addresses you with a long request.

Your main goal is to answer every part of their question, **showing them that you can listen carefully and pay attention to the words of the customers.**

Needless to say, you should mention that you always try to get over your personal problems, staying courteous to the customers.

Good answer:

- *I remember a strong headache I had one day in my job. It was really difficult for me to be courteous, because the pain was severe. I took some pills, drank a lot of water and focused on my job. But I knew I was not really courteous to customers anymore, and I found it hard to be nice. If I was in the same situation again, I would rather call a manager and ask them to replace me on that particular shift. Customers at Walmart deserve my courtesy all time, regardless of how I feel. .*

13. Explain a time that you had to meet a deadline. What was the reason for the deadline? What was the quality of work?

Hint: Try to pick a time when you eventually met the deadline, and speak positively about the experience. Do not forget to answer the two other parts of their question as

well.

If it goes about your first job application, **you can speak about an experience from your college.** Meeting a deadline is meeting a deadline. Your attitude is important, not the particular situation you talk about.

Good answers:

- *We had to reorganize the entire stock during a single night. The reason was an external audit announced just a day earlier. I did my best to help the team. All of us worked overtime that night. We reorganized the stock according to the instructions of the head of the logistics, and we met the deadline at 8am. The audit went well, and though feeling tired, I was happy to help the company to pass the audit.*
- *While working in sales, I had to reach certain sales volume each month. In February 2015, on the 21st, I was still lacking sixty percent of the target. I decided to work overtime, pushing myself to the limit. At the end of the month I reached 90% of the target sales volume, and though slightly disappointed, my boss considered it a good result, bearing in mind the situation on the 21st.*

14. Explain a time when you were busy and needed to prioritize the tasks ahead of you.

Hint: Interviewers test your basic **time management skills** with the question. Any answer in which you demonstrate, on practical example from the past, **that you did not struggle to prioritize your tasks**, will be a good one. If this is your first working experience, you can talk about times at the college or about a situation from your personal life. What matters is **your attitude, not the situation you decide to talk about.**

Good answers:

- *I remember when my colleague unexpectedly left the company we both worked for. I was supposed to temporarily take care of their working duties, until they found the replacement. I really needed to prioritize my tasks, and to do the most important things first. Though working for eleven hours a day, for a span of two weeks, I managed to take care of everything important. Looking back, I consider it good time management training.*
- *I was busy when I was preparing for my school leaving examination. I had to babysit my small sister, go to part time job, and of course I had to study. I prioritized my study tasks, created a daily plan, and I worked according to the plan. Task after task, day after day, it helped me to cope with all my duties, as I avoided wasting time with things that weren't really important.*

15. What are your strengths and weaknesses?

Hint: This is one of the **most typical interview questions**. Sometimes I have the feeling that interviewers use it just because everybody else does so.

However, **it is not as difficult as many job seekers believe**. In a good answer you should talk about strengths that are related to the job, and about weaknesses that are not related (or at least not much) to it.

One can even talk about a weakness that may be considered strength by some employers and HR managers, for example being overfriendly to customers.

Anyway, you should not claim to have no weaknesses. **We** are human. We have weaknesses. Pick one that is not important for the job, and follow with your efforts to improve on the weakness.

Good answers:

- *I have a tendency to be overfriendly to people. Customers may understand my behavior in a wrong way. I know about this weakness, and I try to be careful in the job, to avoid stupid situations. I consider good computing skills, and an ability to understand the needs of different people, my greatest strengths. I believe they are useful for a job of a customer assistant.*
- *My computer skills are not as good as they should be. However, I attend evening courses and practice a lot at home in order to improve on my weakness. People say that I am responsible and it has never happened to me that I did not finish my work in time, or came late to the shift. This is likely my greatest strength as an employee.*

16. There are rules for everything we do. Tell me about a time when you thought it was important to follow a rule. Why was it important to follow this rule and how did following this rule affect the others?

Hint: Walmart employees **need to follow rules** every day in their job. It is the same story with all American retail giants. All you have to do is to say that you always stick to the rules, and consider it as something important, to maintain the workplace nicely organized and efficient.

Good answer:

- *I believe that rules are important, especially in big companies like Walmart. I remember a Monday when my colleague came to work drunk. I reported it to the manager immediately, because it was a rule to report drunken people in work. The colleague was dismissed on the same day. Though feeling bad for them, I would do the same thing again, as it is important to follow the rules, and we should not let our emotions to interfere with doing what's right for our employer, and for the collective of people in general.*

17. How long do you want to work for Walmart?

Hint: Recruiting new hires is not that simple. To find good candidates, to interview them, to train them, and to pay them every month, costs a lot of money, especially if we speak about managerial positions. Retailers do not want to repeat this process again and again. They **prefer to hire people who plan to stay with them for a long time.**

You should do your best to convince them that you won't change your job as soon as a better opportunity knocks on your door (whether true or not doesn't matter).

They may still offer you just a temporary contract at the beginning (that's what Walmart often does nowadays), but your answer will help your chances of getting hired.

Good answers:

- *I like everything about Walmart. The culture, the vision, the product portfolio, the working environment, the location of this store. If I get a job here, I'll have no reason to leave. I will be happy to stay as long as you are satisfied with my work.*
- *I would like to have this job for one year. However, I would like to stay with Walmart as long as there are some career growth options. I am young and I understand I need to learn new things before I can progress to managerial position, which is my ultimate goal. I can imagine working here as a manager in five years time.*

18. Describe a time when you effectively resolved another person's request. What was the situation and what information did you gather to help assist in resolving their request?

Hint: You should talk about **something extraordinary**. To read a line from a brochure to a customer who forgot their glasses at home is expected from every worker at Walmart—it is not anything special.

Try to focus on something that is outside of your working duties. However, **the most important thing is to answer all three parts of this question, and demonstrate your good listening skills, which are crucial for many positions at Walmart** (*1st part – description of a situation, 2nd part – what information you gathered and what you did, 3rd part - outcome*).

If you have no previous working experience, talk about situation from school. After all, we solve other persons' requests all time.

Good answer:

- *Once I called three different people to find out if a product was gluten free. It was not written on a label and I was not sure. The customer needed this information to decide about their purchase. Therefore I called several people, including the sales rep, the receptionist at the company, and a guy from production. Finally I understood the product had gluten inside. I showed the customers similar products that were gluten free, and they bought one. They returned to the store many times to buy the same product, and I believe we could credit it to my exceptional customer service.*

19. When are you able to start?

Hint: Successful job applicants typically need to pass a drug test before starting the orientation and the job at Walmart. It typically takes two weeks to get the test results.

On the other hand, trying to show **your strong determination** to have the job, you should say that you are able to **start as soon as possible**, and that Walmart is your first choice for work.

Good answers:

- *I am able to start as soon as possible. I really want to have this job and will be happy to start soon. Of course, I have had also other interviews, but Walmart is my first choice.*
- *I do not have a job at the moment. I can start tomorrow if you want. But I understand I need to pass a drug test first, and I am ready to start right after passing it.*
- *I could possibly start tomorrow, but I want to finish the project I am currently working on with my employer. It would be very unprofessional and irresponsible to leave my job right now. I need two or three months and then I can start here. But I am ready to sign a contract right now, so you can be sure I will not change my mind.*

20. Do you have any questions?

Hint: You should ask one or two questions in an interview. Asking a question shows that you care about the job opportunity, want to know more, are motivated to get the job.

However, you should not ask about something that was clearly expressed on the job description, or already said in an interview. Good things to inquire about are the **next steps of recruitment process, the company culture, working environment and similar things.**

Good answers:

- *Can you tell me something more about the collective of cashiers in this store?*
- *What are monthly goals of sales associates here at Walmart?*
- *What are the next steps of recruitment process?*

- *What are the newest innovations in your store?*

Right preparation for the interview questions

As you can imagine, **one can get dozens of different questions in an interview at Walmart**. We tried to cover all important subjects in our short selection, following the **most updated information** we could get our hands on. But at the end of the day, interviewers can use **different wording**, or completely different questions, to **assess the same capacities of the job applicants**. And some behavioral questions will differ for every job.

However, it is impossible to list, and to prepare for, all questions you could possibly get. If you tried to do so, it would only stress you out, and at the end of the day, you would hardly remember a single answer you prepared upfront...

The key to job interview success lies in **mastering the right principles and attitudes, those interviewers at Walmart seek in the best applicant for the job (and in their answers)**. We outlined it in detail in our answers to twenty common Walmart interview questions, as well as in other sections of this book.

That's the only possible way to prepare for everything that can happen in your interview, because after all, nobody can tell the exact questions they will ask you.

IV. Personality Test

Interviewers use various tests while trying to assess the capacities of job applicants for various positions in retail. At Walmart, however, **they typically use only particular personality test**, if they do any testing at all. Interviewers may rarely use an IQ test (especially for corporate job openings), but you can not prepare for an IQ test in advance, so it makes no sense to discuss it on the pages of Walmart Interview Guide.

Without any doubt, however, one needs right personality to be able to have a job in retail, **and to be happy about doing it for a longer period of time** (think months or years). For this reason, they will often ask you to complete the personality test at Walmart.

Many job seekers are afraid of personality tests. However, once you **understand the logic behind the questions, and know how to approach the test**, it will become your favorite part of an interview.

And even if you don't need to deal with it in your next interview, you will surely remember the lesson one day you encounter a similar test, in another hiring process, perhaps for a completely different role.

Form of a test

The most common personality tests consist of thirty to fifty **statements you should give your opinion to**. You should either *strongly agree with a statement, agree with it, disagree with it or strongly disagree with it*.

Let me pick five random statements from a personality test we used in Walmart.

- *You ignore small mistakes.*
- *You would rather work on a team than by yourself.*
- *When someone treats you badly, you ignore it.*
- *You do not like to take orders.*
- *You like to take frequent breaks when working.*

These are five statements from a fifty statements-long test that we used in Walmart. Job applicants should choose if they *strongly agreed, agreed, disagreed, or strongly disagreed* with every statement.

To make a right choice, you should always ask yourself the following question: **What would an ideal employee do?**

Would an ideal “employee” (replace it with a position you apply for) agree, or disagree with the statement? This question should be on your mind while completing the personality test.

Let’s analyze it one by one, taking a position of a cashier as an example.

1. You ignore small mistakes

While some decision makers, or HR workers, can and even should ignore small mistakes, **cashier should not tolerate any mistake**. One forgotten nil can prove costly for Walmart, or for the customer. That’s why an ideal applicant for this job would always choose *strongly disagree* for their answer.

2. You would rather work on a team than by yourself

Cashiers are always interacting with people. And they form a team in a store. Good applicant for this job should choose *strongly agree* in a personality test.

3. When someone treats you badly, you ignore it

Many people idealize a job of a cashier. However, angry or stupid people also come to the store on a daily basis. You should be ready for it, you should count with it, and it should **not affect you in your job negatively**. Great cashiers know that clients are always right, and they have smile on their faces regardless of who they serve. Therefore you should *strongly agree* with this statement in a personality test.

4. You do not like to take orders

Lucky people do not have to take orders—they give them. But it is definitely not a case for a cashier, as their position lies on the very **bottom of the company hierarchy**.

You will hardly give orders to anyone, but you will take many. Speaking about a right answer for this statement in a personality test, you should choose *strongly disagree*, presenting yourself as someone who does not mind taking orders.

5. You like to take frequent breaks when working

There is no time to take frequent breaks for cashiers, especially in a busy retail store. Therefore you should choose *strongly disagree*, as managers at Walmart want to hire people who do not mind working on repetitive tasks for several hours at one go, without taking breaks.

As you can see, it is easy to complete the test. All you have to do is to ask yourself the following question:

- **What would a great employee answer?**

And then you should choose the same option.

*Note: I always chose **strongly** agree or **strongly** disagree for my answers. To only agree or only disagree with something shows hesitation. You should not hesitate. You should have clear vision of your job and life, and know what you want. That is why you should choose “strongly agree” or “strongly disagree” in the vast majority of cases. However, if you are not sure about an answer, you can choose the “mild option”, ticking that you just agree or disagree with a statement.*

Here are ten other statements from the test. Would you agree, or disagree with them, in your job interview for a position of a cashier?

1. *You are somewhat of a thrill-seeker*
2. *Your stuff is often kind of messy*
3. *When you go someplace, you are never late*
4. *You hate to give up if you can't solve a hard problem*
5. *You don't act polite when you don't want to*
6. *You like to be alone*
7. *You have confidence in yourself*
8. *You have no big worries*

9. *You are not interested in your friends' problems*

10. *You show it when you are in a bad mood*

(Right answers: 1. SD, 2. SD, 3. SA, 4. SA, 5. SD, 6. SD, 7. SA, 8. SA, 9. SD, 10. SD)

V. Last impression and interview follow up

Most job applicants do not use the opportunity to leave a good last impression. It is a pity.

Once your interview finished, you should **thank the interviewers** for their time, **praise them for their efforts**, and simply **leave a room in a positive and friendly manner**. That is called *leaving a good last impression*.

Even if you do not have a good feeling from the interview that just finished, or from your interviewers, you should control your emotions, and leave a room with a smile on your face.

Last look into the eyes, firm hand shake, and good words can do a lot, especially if the interview is “undecided”, and personal preferences of the interviewers play a role, which happens quite often in retail stores.

What is more, I suggest you **to send a follow up letter** one day after your interview (if you have an address to send it to). You can inspire yourself with a following letter, or look for good samples on the internet. Just do not forget to modify it a little, according to the situation, and to your own style of writing.

Dear Mr. Abc,

I want to thank you for giving me a chance to present myself in the interview for Sales Associate position at Walmart, store 123 in Washington.

After the interview with you, I am really motivated to work on this position. I like the working environment in the place, and I believe I can fit well into your team, and bring value to the store.

I hope you will make a right decision and wish you all the best in your job.

Best Regards

Your name

Your phone number

Your email

It is always good **to send at least a short thank you note** (you can find countless examples online), in order to demonstrate that your interest for the job lasts after the interview.

Follow up letter can not win you a job contract, but it can help you to get one, or to open some doors that lead to other job contracts. It is easy to send a letter and you should send it after every interview. **Build bridges, not fences.**

Final Word

Interview at Walmart **does not belong to easy job interviews.**

One competes against many **other applicants** with similar qualifications and experience. What is more, interviewers will use different forms of questions, such as personal, behavioral, and technical questions, and you will often have to complete a personality test.

They do it to get a complete picture of your abilities, and to uncover some important and some minor differences between you and other job applicants.

However, interviewers at Walmart are only people, like I and you... They have their desires, like to be praised for their work, and they can not resist hiring an applicant who presents themselves as a great applicant for the job.

If you use the knowledge from this eBook, if you present yourself in a right way, bring everything with you, give brilliant answers to the interview questions, and flourish in the personality test, **they will have no other option to giving you a job.**

I recommend you to read the entire eBook once again, mock the answers to interview questions, and write down the principal points and suggestions. Doing so, and checking the bonus materials you got for free with your purchase, you should be perfectly ready to ace your interview at Walmart, and get a job of your choice.

Thank you for reading this book, and see you in an interview!

Jacob Gates,
Your Personal Job Interview Coach