

Beyond the Resume: 25 Behavior-Based Interview Questions for Salon Hires

Introduction

As we discussed in [Episode 62](#) of Marketing 100 on [The Salon Business Show](#), hiring "mini-me" versions of yourself is the fastest way to stunt your salon's growth. This interview template puts that insight into action. We've designed these questions to help you identify candidates who share your core values but bring diverse perspectives, complementary personalities, and fresh skills to your team.

Use these behavior-based questions to reveal who your candidates really are—beyond technical abilities and rehearsed answers. You'll uncover their authentic work style, client approach, and career aspirations so you can build the balanced, dynamic team your salon needs to thrive.

How to use this template:

1. Select questions from each category based on your specific needs
 2. Listen for responses that complement (not just mirror) your team's existing dynamics
 3. Use the evaluation guidelines to assess responses objectively
 4. Take notes on specific examples candidates provide
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Section 1: Work Style & Client Approach

Goal: Identify their natural service style and how they handle client interactions

1. **Describe a time when you had to adjust your communication style for a particular client. What was your approach?**
2. **Tell me about your ideal client interaction from start to finish.**
3. **How do you handle a situation where a client is unhappy but isn't clearly expressing what they want?**
4. **Share an example of how you've turned a challenging client into a loyal one.**
5. **When you have downtime in the salon, what do you typically do with that time?**

Evaluation Tips:

- Look for flexibility in communication styles
- Notice whether they prioritize listening or talking
- Assess their comfort with different types of client personalities
- Consider how their approach would complement your existing team

Section 2: Team Dynamics & Collaboration

Goal: Understand how they function within a team environment

6. **Describe a colleague whose work style was very different from yours, but whom you worked well with. What made it work?**
7. **Tell me about a time when you learned something valuable from a coworker with more/less experience than you.**
8. **How do you handle situations where the salon gets unexpectedly busy and everyone needs to adjust?**
9. **Share an example of how you've supported a team member during a challenging time.**
10. **What role do you typically play when working on team projects or salon events?**

Evaluation Tips:

- Listen for appreciation of different working styles
 - Note how they handle pressure and unexpected changes
 - Look for evidence they can both lead and support as needed
 - Consider how their team approach would add to your current dynamic
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Section 3: Growth Mindset & Career Goals

Goal: Identify their ambitions and how they approach professional development

11. **What skill or technique have you found most challenging to master, and how did you approach improving it?**
12. **Where do you see yourself professionally in 2-3 years? What about 5 years?**
13. **Describe the last time you received constructive criticism. How did you respond?**
14. **What motivates you to continue learning in this industry?**
15. **Tell me about a time you stepped outside your comfort zone professionally. What was the outcome?**

Evaluation Tips:

- Assess alignment between their goals and what your salon can offer
 - Look for resilience and openness to feedback
 - Note whether their timeline expectations are realistic
 - Consider how their growth ambitions complement your salon's needs
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Section 4: Problem-Solving & Adaptability

Goal: Understand how they handle challenges and changes

16. Describe a situation where you had to think quickly to solve an unexpected problem with a client.
17. Tell me about a time when you had to adapt to a major change in your workplace.
18. How do you prioritize when faced with multiple competing demands?
19. Share an example of when you had to be creative with limited resources or time.
20. How do you stay calm during stressful or high-pressure situations?

Evaluation Tips:

- Look for resourcefulness and creative thinking
 - Note their comfort level with ambiguity and change
 - Assess their ability to remain client-focused during challenges
 - Consider how their problem-solving approach differs from yours
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Section 5: Values & Cultural Contribution

Goal: Ensure core values alignment while identifying unique contributions

21. What values are most important to you in a workplace?
22. Tell me about a work environment where you felt you truly belonged. What made it special?
23. How have you contributed to a positive workplace culture in previous positions?
24. Describe a time when you had to stand up for what you believed was right at work.
25. What unique perspective or background experience would you bring to our salon team?

Evaluation Tips:

- Look for alignment with your salon's core values
 - Note unique experiences that would add diversity to your team
 - Assess how they might enhance your salon culture
 - Consider what fresh perspectives they would contribute
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Scoring Guide

For each response, rate candidates on these factors (1-5 scale):

- **Values Alignment:** Do they share your salon's core values? (Must score 4+)
- **Complementary Skills:** Do they bring something your team currently lacks?
- **Cultural Addition:** Would they add a valuable new perspective?

- **Client Compatibility:** Would they connect with your client base?
- **Growth Potential:** Do they have the capacity to grow with your business?

Aim for candidates who score high on values alignment but bring diverse strengths in other areas. Remember—the goal isn't to find someone just like you, but someone who makes your team more complete.

Notes Template

Candidate Name: _____

Date: _____

Strongest Responses:

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Areas of Concern:

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Unique Strengths They Would Add:

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Overall Impression:

Final Score: ____/25
