

5 situational interview questions for a retail manager



1. You have just closed the store, but a customer desperately wants to buy an item. What do you do?
2. A customer approaches you and says they ordered click and collect, but the item still hasn't arrived in your store. What do you do to resolve this issue?
3. One of the employees does not respect your authority. How do you approach them about it?
4. A customer tries to put a product in their bag without paying. Explain your process for approaching shoplifters.
5. What would you do if you saw a team member being rude to a customer?



Retail Interview Questions And Answers

Navneet Singh



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