



ENGAGE & INSPIRE TALENT

TIMMI ZALATORIS

Chief Human Resources Officer

Hiring Talent



Train & Develop Talent



Total Rewards



Our Culture







Clerk, Specialty & ADM Interview Guide

Interview with Core Manager & Supervising Department Manager

Interviewer 1:
Interview using Guide

Interviewer 2:
Department Tour

Both Interviewers:
Review & Score

Interview Questions with Interviewer 1

Experience and Background

1. Tell me about your work background.
2. Why are you interested in this position?

Give candidate an overview of Sprouts Core Values – Care, Own It & Love Being Different.

Customer Focus (Choose 1)

1. Think about a time you received excellent customer service in a retail setting. Tell me about that experience and how you could apply what you learned in this role?
2. A customer asks for help looking for an item, they say it is their first time in our store. How do you assist them?

Communication (Choose 1)

1. Think of your favorite food. Explain it to me and try to convince me I should try it.
2. What would you do if assigned a task you did not know how to complete?

Positive Approach (Choose 1)

1. Tell me about a time you disagreed with someone you worked with. How did you handle that?
2. Can you provide an example a time when you went above and beyond to show care for a customer or fellow coworker?

Driving for Results (Choose 1)

1. Describe a situation where you worked in a team environment to accomplish a goal or task. How did you work with people from diverse backgrounds or experiences?
2. If a customer asked you for a product that we did not carry in our store, how would you respond?

Availability & Compensation

1. What pay are you seeking for this position?

Candidate Availability: What days and times are you available to work?						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

Available for overnights? Yes No



ACTION: Interviewer 2: Take candidate to the department they will work in.

Department Tour

- Provide an overview of the job. Point out tasks, equipment, or other important aspects (coolers/freezers for certain roles).
- Share information about some of our products for that department.
- Emphasize the importance of providing great customer service. Explain the Sprouts practice of Greet & Ask.

Department Tour Questions

1. Now that you've seen the department, which product would you recommend to a customer?
2. If I were a customer that just entered the department, how would you greet and assist me?



ACTION: Both interviewers review and score immediately following the interview.

Candidate Information

Date: _____ Store: _____ Candidate Name: _____

Interviewer 1: _____ Interviewer 2: _____

Position of Interest: _____

Score	Criteria
1	Answers did not reflect Sprouts' values. No relevant examples provided.
2	Few good answers. Examples provided did not display ability to fully meet expectations of role
3	Answers mostly reflected Sprouts values. Examples provided indicated that they could do the tasks expected in role
4	Good Answers that strongly reflected Sprouts values. Examples provided indicated they could be successful in role
5	Excellent answers that exemplified Sprouts values. Examples provided indicated they could excel as a leader in role

Competency	Score
Customer Focus	
Communication	
Positive Approach	
Driving for Results	
2 nd Interviewer Score	
Total Score:	/25

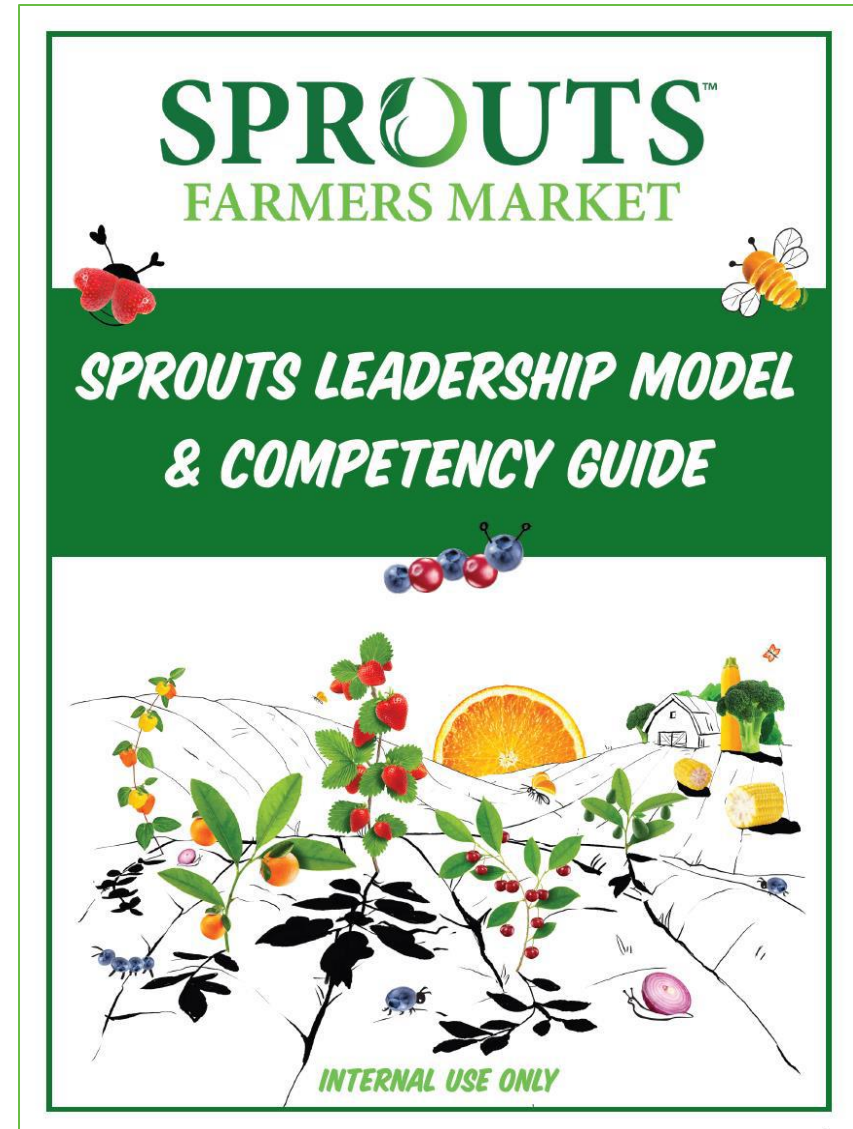
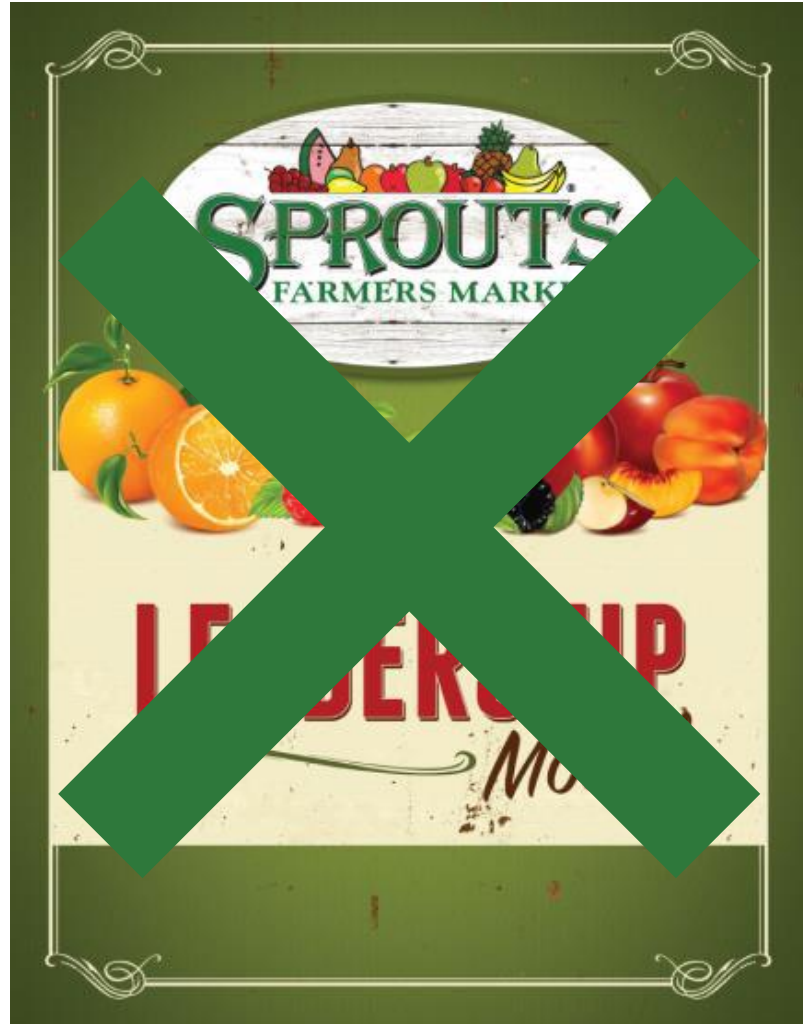
Recommend for hire?	
YES	NO

Interview Guides for candidates who are hired should be scanned into Onbase and then shredded. Interview Guides for candidates not selected should be retained for 1 year.

SPROUTS COMPETENCIES

————— Competency progression at each level, indicated by the + —————>





SPROUTS VALUES – VR MODULE





3-DAY ONBOARDING CHECKLIST

SPROUTS
FARMERS MARKET

INSTRUCTIONS: Work with your AC to complete these tasks during your first 3 shifts. Once you've completed all of your tasks for the shift, have your Administrative Coordinator (AC) or one of your Core Managers (CM) sign off on your progress. They will keep this form in the AC office until your next shift.

**All new hires, including rehires, are required to complete this form.*

TEAM MEMBER INFORMATION

TM Name: _____

Dept/Position: _____

TM ID #: _____

Shift 1

- Connect with an Onboarding Ambassador (OA)

PART 1:

Sprouts Academy modules (2 hours)

- Greet & Ask (5m)
- Backroom Safety - Supermarket (22m)
- HAZCOM - IIPP Training (11m)
- Sexual Harassment & Discrimination (25m)

[CA: TMs - 60m, Managers - 124m]

Take a 15 minute break with an OA!

- Food Safety Basics (12m)
- Pest Control (5m)
- Active Shooter (15m)
- HazMat/HazWaste Training (14m)
- YES Program (4m)
- Food Handler Training (30m) - *Bakery, Deli, Meat, and Bulk only if required by your jurisdiction!*

PART 2:

VR Activity — All TMs

- Sprouts Values in Action and Sprouts Values Survey (10m)

Progress Sign-off

TM : _____ Date: _____

AC or CM: _____

PART 3:

Job Shadow an experienced clerk in your department until the end of your scheduled shift. (2 - 6 hours)

Shift 2

- Connect with an Onboarding Ambassador (OA)

PART 1:

Sprouts Academy modules (2 hours)

- Think Shrink (10m)
- Bloodborne Pathogens - OSHA (25m)
- Data Security Aware. - Store (20m)

Take a 15 minute break

- Slips, Trips and Falls - Supermarket (12m)
- Code of Conduct (15m)
- Box Cutter (6m)
- Mutual Respect (6m)
- Knife Safety (8m) - *Bakery, Deli, Meat Only*

PART 2:

VR Activity — All TMs

- Selling Naturally: Sales, Culture, Challenge (13m)

Progress Sign-off

TM : _____ Date: _____

AC or CM: _____

PART 3:

Job Shadow an experienced clerk in your department until the end of your scheduled shift. (2 - 6 hours)

Shift 3

- Connect with an Onboarding Ambassador (OA)

PART 1:

Sprouts Academy modules (2 hours)

- Lockout/Tagout (18m)
- Baler & Compactor Safety Training (9m)
- Fire Safety - OSHA (28m)

Take a 15 minute break

- Safe Lifting Basics—Supermarket (14m)
- AED Training (4m)
- Manual Pallet Jack Safety Training (4m)
- Deli Slicer Safety (10m) - *Deli Only*

PART 2:

VR Activity — All TMs

- Selling Naturally: The Big Picture (11m)

Progress Sign-off

TM : _____ Date: _____

AC or CM: _____

- Hand-out Top-Skills Checklist

PART 3:

Job Shadow an experienced clerk in your department until the end of your scheduled shift. (2 - 6 hours)

- 1** 3-Day Checklist signed, completed, and uploaded to personnel file. **2** Top-Skills Checklist signed, completed, and uploaded to personnel file. **3** Onboarding Survey on Sprouts Academy completed.

CONGRATULATIONS ON COMPLETING ONBOARDING!

Team Member Signature _____ Date: _____

SM Name _____ SM Signature _____

STORE ONBOARDING MATERIALS

NEW TEAM MEMBER RESOURCES / STORE LEADERSHIP RESOURCES

TEAM MEMBER WELCOME GUIDE



3-DAY ONBOARDING CHECKLIST



TOP-SKILLS CHECKLIST



ONBOARDING AMBASSADOR



ONBOARDING JOURNEY



DELI CLERK: ONBOARDING AND TOP SKILLS

INSTRUCTIONS



TM: Over the next 2 weeks, work with your DM to complete this checklist as the final part of your onboarding.

DM: Teach your TM the following skills:

TOP SKILLS

- Counter service/sandwich bar
- Hot foods/proper cooling/DigiSmart
- Equipment use, safety, cleaning
- Wrapping/scale functions/labeling/tares
- Shrink sorting and scanning —FIM/PICAO
- Production/how to read a recipe

SPROUTS ACADEMY

- Review all department specific Educate & Enrich (E&E) modules
- Complete department specific Sprouts Academy modules
- Complete “See One—Do One” assignments from modules
- Complete the Onboarding Survey in Sprouts Academy

Team Member Signature: _____

On-the-job Trainer Signature: _____

Assistant Store Manager: _____

*Please bring your signed card back to your AC. They will scan it into your personnel file.





INTERNAL ASM DEVELOPMENT PROGRAM



Skills & Systems

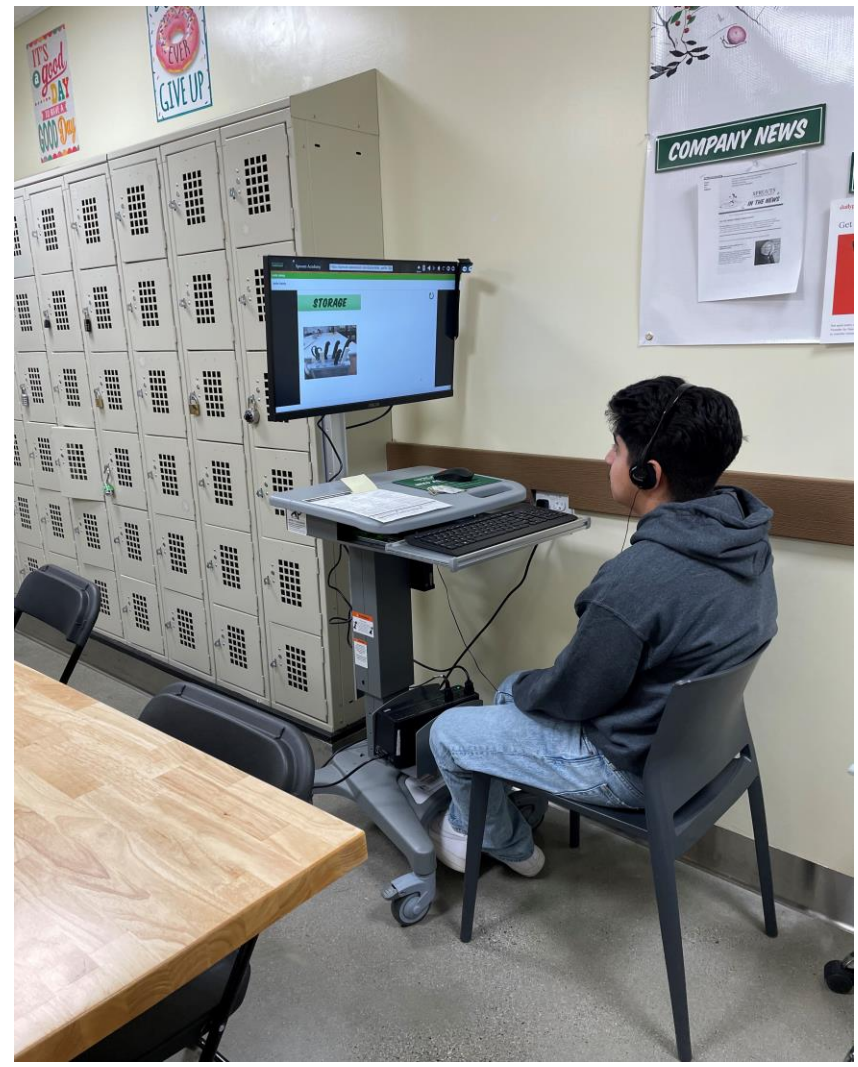


Competencies
Development



Leadership
Foundation

TRAINING SYSTEMS & PROCESS





99%

OF STORES WERE
ELIGIBLE FOR BONUS



Your digital team member experience.



We are here for you.

Your mental health matters! Learn about the confidential resources available to help you cope with life's challenges.

Get started

Use your medical plan



Get the right care, save money, and make a healthy difference in your life.

Take care of your well-being



Find the right support for your physical and emotional health.

Save for your future



Planning for retirement is a partnership between you and Sprouts.

BeWell.Sprouts.com



***WHAT SHADOW DO
YOU CAST?***



WHAT WE PERMIT AND PROMOTE...

TAKEAWAYS

1

2

3

4

SPROUTS FARMERS MARKET
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 2. A customer asks for help looking for an item, they say it is their first time in our store. How do you assist them?

Communication (Choose 1)
 1. Think of your favorite food. Explain it to me and try to convince me I should try it.
 2. What would you do if assigned a task you did not know how to complete?

Positive Approach (Choose 1)
 1. What is something unique that you would bring to this position if selected?
 2. Can you provide an example a time when you went above and beyond to show care for a customer or fellow coworker?

Driving for Results (Choose 1)
 1. Describe a situation where you worked in a team environment to accomplish a goal or task. How did you work with people from diverse backgrounds or experiences?
 2. If a customer asked you for a product that we did not carry in our store, how would you respond?

Availability & Compensation
 1. What pay are you seeking for this position?

Candidate Availability: What days and times are you available to work?						
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Available for overnights? Yes No

Interview Guide

SPROUTS FARMERS MARKET

SPROUTS LEADERSHIP MODEL & COMPETENCY GUIDE

INTERNAL USE ONLY

Leadership Model & Competency Guide

DELI MANAGER: ONBOARDING AND TOP SKILLS

INSTRUCTIONS
 TM: Over the next 2 weeks, work with your ASM to complete this checklist as the final part of your onboarding.
 On-the-job Trainer: Teach the following skills:

TOP SKILLS	<input type="checkbox"/> Periscope/FIM/DigiSmart <input type="checkbox"/> Ordering/transfers/PICAO <input type="checkbox"/> Quality and product knowledge/tares <input type="checkbox"/> In-stocks <input type="checkbox"/> Cooler organization/code dating <input type="checkbox"/> Equipment use, safety, cleaning <input type="checkbox"/> Strink sorting, scanning, Food Rescue <input type="checkbox"/> Schematics/AD Change/pre-books <input type="checkbox"/> Production/Merchandising <input type="checkbox"/> My Schedule <input type="checkbox"/> SharePoint navigation/Power BI	SPROUTS ACADEMY	<input type="checkbox"/> Review all department specific Educate & Enrich (E&E) modules <input type="checkbox"/> Complete department specific Sprouts Academy modules <input type="checkbox"/> Complete "See One—Do One" assignments from modules <input type="checkbox"/> Complete the Onboarding Survey in Sprouts Academy
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Team Member Signature: _____
 On-the-job Trainer Signature: _____
 Assistant Store Manager: _____

*Please bring your signed card back to your AC. They will scan it into your personnel file.

Top Skills Checklists

SPROUTS | Your digital team member experience.

We are here for you.
 Your mental health matters! Learn about the confidential resources available to help you cope with life's challenges.

Use your medical plan - Get the right care, save money, and make a healthy difference in your life.
Take care of your well-being - Find the right support for your physical and emotional health.
Save for your future - Planning for retirement is a partnership between you and Sprouts.

Get health care from your couch
 When you or a family member isn't feeling well, the last thing you want to do is travel to a doctor's office or urgent care center. And, when your symptoms strike at night or over the weekend, it's even harder to find the care you need. Fortunately, your Sprouts Farmers Market medical plan offers the convenience of 24/7 virtual health care.

Discover all the benefits of an HSA
 Not only does a tax-free Health Savings Account (HSA) help you save money on current health care expenses, but it can also help you plan ahead for health care expenses in retirement.

Share your perspective
 What's most challenging when selecting medical coverage?
 - Finding the best match
 - Renewing all the details
 - Anticipating my needs
 - Determining the lowest overall cost

Featured news
 Responding to retirement account ups and downs
 Why emotional intelligence matters at work

BeWell.Sprouts.com



THANK YOU!

