# On-Site Interview Preparation

## Amazon Delivery Service Partner (DSP) Program



Thank you for your interest in the Amazon DSP Program. This document contains important information regarding the Amazon DSP on-site interview. Please note that this is a highly competitive program with a limited number of available openings; therefore, we encourage you to review this document in full to ensure you take full advantage of the opportunity.

There are certain things you can do to properly prepare for an on-site interview. Let's walk through them.



### Selection Criteria

Competitive candidates will show financial acumen, experience hiring and coaching teams, customer obsession, high motivation, and a proven ability to problem solve in a fast-paced environment. The best way to prepare for your on-site interview is to consider how you've demonstrated key success traits in your previous professional experience.




### Behavioral-Based Interviewing

Our interviews are rooted in behavioral-based questions which ask about past situations you've faced and how you handled them. Have specific examples that showcase your expertise, and demonstrate how you've taken risks, succeeded, failed and grown in the process. Reference recent situations whenever possible.



### STAR Answer Format

The STAR method is a structured manner of responding to a behavioral-based interview question by discussing the specific situation, task, action, and result of what you're describing. We look for candidates to use the STAR method during the on-site interview and encourage you to practice using the format.

**ABOUT AMAZON DSP**

Before we get into the details of your interview, take some time to learn about Amazon and ensure you have a thorough understanding of the DSP program through the following resources:

- ✓ Watch our suite of on-demand webinars to learn about the day-to-day DSP experience and get your questions answered.
- ✓ Our website, logistics.amazon.com, provides an overview of the DSP program, addresses frequently asked questions, and is updated regularly.
- ✓ Take some time to learn about Amazon.

## Selection Criteria





### Key Success Traits

This opportunity is a good fit for those who are looking to run a full-time business, have experience hiring and coaching teams, and are comfortable in a fast-paced, ever-changing environment. The best DSPs are hands-on owner-operators, natural collaborators, and ready to problem solve at a moment's notice. Therefore, we look for highly motivated individuals who demonstrate an entrepreneurial spirit, leadership experience, grit, customer obsession, and a proven ability to build strong partnerships. Financial acumen is critical. As a potential business owner and Amazon partner, competitive candidates will show proven financial management experience and profit and loss responsibility.

### Amazon Leadership Principles

Amazon Delivery Service Partners demonstrate our Leadership Principles every day as they run their businesses and make decisions on behalf of customers. It is just one of the things that makes Amazon peculiar.

| IMPORTANT | The best way to prepare for your interview is to consider how you've applied the Leadership Principles and key success traits in your previous professional experience. |
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## Behavioral-Based Interviewing

Our interviews are rooted in behavioral-based questions which ask about past situations or challenges you've faced and how you handled them, using Leadership Principles and key success factors to guide the discussion. We avoid brain teasers (e.g., "How many windows are in Manhattan?") as part of the interview process. We've researched this approach and have found that those types of questions are unreliable when it comes to predicting a candidate's success.

## Star Answer Format

The STAR method is a structured manner of responding to a behavioral-based interview question by discussing the specific situation, task, action, and result of what you're describing. Here's what it looks like:

| Situation | Task | Action | Result |
|---|---|---|---|
| Describe the situation that you were in, or the task that you needed to accomplish. Give enough detail for the interviewer to understand the complexities of the situation. This example can be from a previous job, project, volunteer activity, or any relevant event. | What goal were you working toward? Describe what your responsibility was in that situation. | Describe the actions you took to address the situation with an appropriate amount of detail, and keep the focus on you. What was your particular contribution? Let us know what you actually did. Use the word "I," not "we," when describing actions. | Describe the outcome of your actions and don't be shy about taking credit for your behavior. What happened? How did the event end? What did you accomplish? What did you learn? Provide examples using metrics or data if applicable. |

**TIPS FOR GREAT ANSWERS**

- ✓ Practice using the STAR method to answer behavioral-based interview questions, incorporating examples from the Amazon Leadership Principles and key success traits.
- ✓ Ensure each answer has a beginning, middle, and end. Describe the situation or problem, the actions you took, and the outcome.
- ✓ Prepare short descriptions of a handful of different situations and be ready to answer follow-up questions with greater detail. Select examples that highlight your unique skills.
- ✓ Have specific examples that showcase your experience, and demonstrate that you've taken risks, succeeded, failed and grown in the process.
- ✓ Specifics are key; avoid generalizations. Give a detailed account of one situation for each question you answer, and use data or metrics to support your example.
- ✓ Be forthcoming and straightforward. Don't embellish or omit parts of the story.
- ✓ Use multiple examples across your interviews.

## Sample Questions

Have specific examples that showcase your experience while aligning with our selection criteria, and demonstrate that you've taken risks, succeeded, failed and grown in the process.

Here are a few example behavioral-based questions (practice using the STAR method to answer):

- Describe a time when you needed to make adjustments to reduce costs.
- We don't always make the right decisions all the time. Tell me about a time when you made a bad decision.
- Describe a time when you constructed a team to accomplish a goal.
- When was the last time you had a conflict with a dissatisfied customer?
- Describe a time you didn't get the results or goal you were looking for.
- Tell me about a time you had to communicate a big change in direction for which you anticipated people would have lots of concerns.

**ADDITIONAL DETAILS**

- ✓ All communication will go to the email address with which you applied. Be sure to check Spam folders.
- ✓ You will be invited to a Pre-Interview Webinar where you can speak with current DSP Owners and Business Development Managers.
- ✓ You will have 3 interviews with Amazon employees, lasting 30 minutes each.
- ✓ Ensure that you have a reliable internet connection.
- ✓ Headphones with microphone are recommended.
- ✓ Web Camera is recommended.
- ✓ Check in 5-10 minutes before start of interview.
- ✓ Have photo ID ready for check-in.
- ✓ Dress casually but professionally as it suits you.






# We look forward to getting to know you.

