

Common Questions for Target Interviews

1. Tell Me About Yourself.

I'm a college student studying business with two years of customer service experience. I worked at a local café where I helped 100+ customers daily and trained new team members. I enjoy solving problems and making people's day better. I'm looking to grow my retail skills at a company that values teamwork like Target.

2. Why Do You Want to Work at Target?

I admire Target's focus on helping communities and creating an inclusive workplace. Your commitment to sustainability and supporting local schools matches my values. I also appreciate how Target invests in employee development and promotes from within.

3. How Would You Handle a Difficult Customer?

I'd listen carefully to understand their concern without interrupting. Then I'd apologize for their frustration and work to find a solution. If I couldn't resolve it myself, I'd get a team leader involved quickly. My goal is always to turn a negative experience into a positive one.

4. How Do You Prioritize Tasks During a Busy Shift?

I start by handling immediate customer needs first since they're our priority. Then I tackle time-sensitive tasks like restocking sale items. I communicate with teammates about what needs help and stay flexible as priorities change throughout the shift.

5. Describe a Time You Worked as Part of a Team

During a busy holiday season at my previous job, our team faced long customer lines. I suggested we split tasks - some handled transactions while others helped customers find items. We reduced wait times by half and received positive feedback from management about our teamwork.

Target Questions for Cashier Role

6. A Customer's Coupon Won't Scan, and They're Frustrated.

I'd stay calm and apologize. I'd double-check the coupon details, and if it's still an issue, I'd involve a supervisor quickly while reassuring the customer it's being handled.

7. How Would you Handle a Long Line of Customers During Peak Hours?

I'd work quickly while staying polite. If the line grows, I'd request backup and acknowledge customers waiting so they feel seen and respected.

8. A Customer Wants to Return an Item without a Receipt. How Do you Handle This?

I'd politely explain Target's return policy, offer to search the purchase using their card or phone number, and if needed, suggest store credit while keeping the interaction positive.

9. What Would you Do if Your Register Drawer Comes up Short at the End of Your Shift?

I'd carefully recount the drawer, check any unusual transactions, and report the issue immediately. Transparency and accuracy are important when handling money.

10. How Do you Stay Focused During Repetitive Tasks Like Scanning Items?

I treat each interaction as unique and focus on customer service. Small goals, like maintaining scanning speed, keep me engaged and attentive.

Target Questions for Sales Floor Associate

11. You're Restocking Shelves when a Customer Asks for Help Finding an Item. How Do you Balance Both Tasks?

I'd stop restocking and walk the customer to the item. Once they're helped, I'd return to stocking and update my team if I'm falling behind.

12. How Would you Handle Discovering Items in the Wrong Section While Stocking?

I'd return the items to the correct location immediately to avoid confusion. If I notice it happening often, I'd share it with my supervisor.

13. A Customer Asks About a Product That's out of Stock. What Do you Do?

I'd check our system for availability in the back or nearby stores. If it's unavailable, I'd suggest alternatives and let them know when restocks arrive.

14. How Would you Handle a Spill you Notice in an Aisle?

I'd block off the area right away for safety and clean it up or get the right supplies. If it's a big spill, I'd call for help.

15. What Would you Do if you Noticed a Customer Putting Items in Their Bag without Paying?

I wouldn't approach directly. Instead, I'd discreetly alert security or management and share the details to ensure safety and proper handling.

16. How Do you Stay Organized when Handling Multiple Tasks During a Shift?

I prioritize urgent issues like guest requests or safety hazards first, then stocking. Communicating with teammates helps us cover everything efficiently.

Target Questions for Team Leader Role

17. How Would you Motivate a Team Member Who Seems Disengaged at Work?

I'd talk with them privately to understand the issue, set realistic goals, and recognize improvements to rebuild their confidence and motivation.

18. A Team Member Calls out Sick During a Busy Shift. How Do you Handle the Coverage?

I'd first ask if others can extend shifts, then redistribute responsibilities fairly. If needed, I'd step in myself to keep service smooth.

19. How Would you Handle a Conflict Between Two Team Members?

I'd hear each perspective privately, then bring them together for a respectful discussion. I'd stress how teamwork impacts the store and follow up to ensure resolution.

20. What Would you Do if a Team Member Consistently Arrives Late?

I'd address it directly, find out the cause, and agree on a plan for improvement. If it continues, I'd follow company policy consistently.

21. How Do You Prioritize Tasks when Everything Seems Urgent?

I focus on what impacts customers and safety first, then deadlines. Delegating tasks based on strengths and keeping communication clear helps balance workload.

22. Describe how you Would Train a New Team Member.

I'd introduce Target's culture and expectations, pair them with an experienced teammate, and provide regular feedback. Creating a supportive environment encourages questions and learning.

Target Questions for Backroom / Logistics Roles

23. You're Unloading a Truck when a Customer Asks for an Item. What Do you Do?

I'd pause and help the customer directly, or if I can't leave, I'd connect them with a sales associate. Guest service always comes first.

24. How Do you Ensure Safety when Moving Heavy Items?

I use correct lifting techniques, follow company safety rules, and ask for help when needed. I also check equipment like pallet jacks for safety

25. How Would you Handle a Delayed Shipment of Products?

I'd report it to my leader, update sales teams so they can inform customers, and check for substitutes or nearby store availability.

26. What Would you Do if you Noticed Damaged Products While Unloading?

I'd separate them immediately, follow reporting procedures, and make sure they don't reach the sales floor. Protecting product quality supports Target's guest experience.

27. How Do you Stay Organized when Handling Multiple Tasks in the Backroom?

I prioritize safety-sensitive and time-sensitive items like perishables first. Keeping a clean workspace and staying in sync with teammates keeps everything running smoothly.