How to Hire the Right People

A simple, repeatable way to interview and hire — so every new team member fits your values, your workflow, and the job you're filling.

1

THE FOUNDATION

Start with your values

Before you post a job or pick up the phone, decide what your shop stands for. Clear values tell you who belongs on your team and make every hiring decision easier. Keep it focused:

- Ask how you'd want to be treated by a business, then build from there.
- Pick **no more than three** areas to rally around, and find a simple way to measure each one.
- Write one sentence that captures why your shop exists.

> **For example:** At Printavo, we believe in Community, Product, and Support — with patience, iteration, and ongoing education in everything we do. A shop might focus on Fast Turnaround, Low Spoilage, and a 100% Response Rate.

Your values narrow the field to the people who'll thrive with you. Some candidates won't line up with them — and that's exactly what good values are for.

2

ABOUT 30 MINUTES EACH

Run a structured phone screen

A short, consistent phone screen is the fastest way to find the people worth bringing in. Run every call the same way so you can compare candidates fairly.

- **Match the role to its traits.** Decide what great looks like for the specific job, then ask questions that reveal it.
- **Test for the trait that matters most.** A quality-control role rewards patience, so ask a similar question twice and notice how calmly they answer.
- **Confirm alignment with your values** and the role before you invest in-person time.

> **Pro tip:** It's practical to screen candidates by phone because it protects your time and narrows down the stronger ones.

3

1 TO 3 HOURS

Interview in the shop

After an applicant clears the phone screen, start with a tour of your shop. Do they ask good questions about your processes? Do they pay attention as you tour each department? You'll quickly get a good sense of their strengths as an employee.

After that, work through the following four areas. Each question gives you a chance to discuss shared values, hidden skills, and gauge their genuine interest.

Working experience

- What do you like most about your current job?
- Tell me about a challenge you worked through.
- Describe a boss who brought out your best.
- Share a moment at work that felt fulfilling.

Goals & interests

- What are you passionate about?
- Where would you like to be in 3–5 years here?
- Tell me about a favorite hobby.
- What makes a workday a good one for you?

Printing & your shop

- What do you enjoy about screen printing?
- What do you already know about our shop?
- What would you like to learn?
- Tell me about a printed shirt you love.

Personality & problem-solving

- What do you appreciate about yourself?
- What would you like to get better at?
- How would you solve a problem if you weren't sure who to ask?
- When did you go above and beyond?

MATCH THE ROLE TO THE PERSON

Every role at your shop requires different strengths. Use these qualifiers to improve your screening.

Production manager
Curious, organized, and a natural leader who keeps jobs moving.

Press operator
Detail-oriented and consistent, comfortable following a proven process.

Screen room
Self-motivated and precise, happy to support the team behind the scenes.

Quality control
Patient and thorough, calm and steady even on repetitive work.

Once you've built your team, keep everyone on the same page. Printavo brings quoting, scheduling, approvals, and production together in one place — so the shop you hire for runs smoother every day.