Here’s your guide to interviewing in Amazon Operations. We’re excited that you’re interviewing with us!

**Learn More**
- Careers Website
- Our YouTube Channel
How Do I Prepare?

This section will outline information to prepare for the days leading up to your interview!

Ways to Prepare

**STAR Format:** Prepare your answers in the STAR format. Explain the Situation, the Task at hand, the Actions you took, and the Results you achieved. Remember we want to know what you did, not what your team did. For more information on the STAR format.

**Data:** Amazon is a data-driven company. We love to hear about metrics and data that you’ve used to make decisions and measure results. Make sure to prepare to talk about the impact of your work using numbers.

**Leadership:** Leaders should be able to provide examples of leading, teaching, training, influencing, and facilitating the development of your team and peers. Think through times you have served as a leader.

**Questions:** It is important to ask high scope questions with each interviewer. This gives you an opportunity to highlight your level of thinking. Prepare questions to ask your interviewers that will allow you to understand the company and your role.

**Leadership Principles:** Familiarize yourself with our company’s Leadership Principles.

**Job Description:** Familiarize yourself with the job description of the position for which you’re applying.

The Interview

You will be among several other candidates who will be interviewing on-site with you. We have many open positions, so no one is in competition with one another. Amazon will hire all candidates they feel are a good fit for the role.

You will begin with a tour of the Fulfillment Center. Your interview will consist of three or four 45-minute conversations with our operations leaders. Interview questions will be behavioral-based questions so it will be about you! Depending on your role, you may also be asked case-based questions.

**Dress** here is casual, so wearing a suit and/or tie is not necessary – dress comfortably. To ensure your safety, you are required to wear closed toe/closed heel, low heel (no higher than 1 inch) shoes. No portion of your feet should be exposed. You’ll be doing a good deal of walking while touring the fulfillment center, so we encourage you to wear comfortable shoes. If your hair is longer than shoulder length please pin it up.

Please arrive at least 20 minutes early. Upon your arrival you will be greeted in security by someone from the HR department and turn in your Candidate NDA (attached).

For security purposes and to ensure a smooth and efficient check in and out of the FC, there are no cameras or weapons of any kind allowed in the building (including cell phones, pocketknives, scissors, clippers, etc.) We encourage you NOT to bring computers or brief cases. However, if you decide to bring personal belongings, they will be thoroughly inspected upon entry and departure.

What to Bring

- Printed & signed Non Disclosure Agreement
- Government issued photo ID
What Comes Next?

Did I Get The Job?
You will be contacted within **five business days** of your interview with our offer decision. A member of our recruiting team will reach out to you directly through phone or email.

**Travel Reimbursement**
The reimbursement process may take up to **five weeks** depending on the volume.

- Submit your travel reimbursement form, which is provided as an attachment in your final confirmation email.
- Enter travel expenses and other required information correctly by following the instructions on the expense form.
- Email candidate-expense@amazon.com and cc’ your Recruiting Coordinator.

Work Environment
Our Amazon Operations Fulfillment Centers, Sort Centers, and other operational buildings nationwide are hubs for the day-to-day business of getting packages and products to customers efficiently, quickly and correctly. As a 24/7 operation, Amazon runs many different shifts (days, nights, weekends, etc.). Our sites vary from somewhat small to very large, but all have the same goal of getting products to our customers.

If you require any kind of **reasonable accommodation** to attend an interview with us or have questions about the nature of work required of our Fulfillment Center team members, please communicate with the recruiting team for more information.

Moving
Amazon will provide moving assistance if the move is more than 50 miles from the employee’s current residence to the location of their work site. Details will be discussed with you at the time of the offer.

Benefits
Once you’re here, we’ll take care of you. While the benefits may vary slightly from location to location, these are the basics for full-time U.S. employees:

- A choice of three medical plans designed to meet your individual needs (several in-network and out-of-network options), with domestic partner coverage as well as a dental and vision plan.
- Every full-time Amazon employee receives Amazon.com Restricted Stock Units.
- 401(k) savings plan with a company match is provided to full-time employees.
**Who do I contact?**

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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 the situation you are describing.

**Situation:** Describe the situation that you were in or the task that you needed to accomplish. You must describe a specific event or situation, not a generalized description of what you have done in the past. Be sure to give enough detail for the interviewer to understand. This situation can be from a previous job, from a volunteer experience, or any relevant event.

**Task:** What goal were you working toward?

**Action:** Describe the actions you took to address the situation with an appropriate amount of detail and keep the focus on YOU. What specific steps did you take and what was your particular contribution? Be careful that you don’t describe what the team or group did when talking about a project, but what you actually did. Use the word “I,” not “we” when describing actions.

**Result:** 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? Make sure your answer contains multiple positive results.
LEADERSHIP PRINCIPLES

Whether you are an individual contributor or a manager of a large team, you are an Amazon leader. These are our leadership principles, unless you know better ones.

Customer Obsession  Leaders start with the customer and work backwards. They work vigorously to earn and keep customer trust. Although leaders pay attention to competitors, they obsess over customers.

Ownership  Leaders are owners. They think long term and don’t sacrifice long-term value for short-term results. They act on behalf of the entire company, beyond just their own team. They never say “that’s not my job”.

Invent and Simplify  Leaders expect and require innovation and invention from their teams and always find ways to simplify. They are externally aware, look for new ideas from everywhere, and are not limited by “not invented here”. As we do new things, we accept that we may be misunderstood for long periods of time.

Are Right, A Lot  Leaders are right a lot. They have strong judgment and good instincts. They seek diverse perspectives and work to dis-confirm their beliefs.

Learn and Be Curious  Leaders are never done learning and always seek to improve themselves. They are curious about new possibilities and act to explore them.

Hire and Develop the Best  Leaders raise the performance bar with every hire and promotion. They recognize exceptional talent, and willingly move them throughout the organization. Leaders develop leaders and take seriously their role in coaching others. We work on behalf of our people to invent mechanisms for development like Career Choice.

Insist on the Highest Standards  Leaders have relentlessly high standards - many people may think these standards are unreasonably high. Leaders are continually raising the bar and drive their teams to deliver high quality products, services and processes. Leaders ensure that defects do not get sent down the line and that problems are fixed so they stay fixed.

Think Big  Thinking small is a self-fulfilling prophecy. Leaders create and communicate a bold direction that inspires results. They think differently and look around corners for ways to serve customers.

Bias for Action  Speed matters in business. Many decisions and actions are reversible and do not need extensive study. We value calculated risk taking.

Frugality  Accomplish more with less. Constraints breed resourcefulness, self-sufficiency and invention. There are no extra points for growing headcount, budget size or fixed expense.

Earn Trust  Leaders listen attentively, speak candidly, and treat others respectfully. They are vocally self-critical, even when doing so is awkward or embarrassing. Leaders do not believe their or their team’s body odor smells of perfume. They benchmark themselves and their teams against the best.

Dive Deep  Leaders operate at all levels, stay connected to the details, audit frequently, and are skeptical when metrics and anecdote differ. No task is beneath them.

Have Backbone; Disagree and Commit  Leaders are obligated to respectfully challenge decisions when they disagree, even when doing so is uncomfortable or exhausting. Leaders have conviction and are tenacious. They do not compromise for the sake of social cohesion. Once a decision is determined, they commit wholly.

Deliver Results  Leaders focus on the key inputs for their business and deliver them with the right quality and in a timely fashion. Despite setbacks, they rise to the occasion and never settle.
Scheduling Travel
You will be communicating with the Amazon recruiting team to coordinate your travel. Depending on your need, Amazon will offer the following:

Once you confirm your interview with us, your recruiting team will submit your request to Carlson Wagonlit Travel (CWT) to begin coordinating your travel.

Please note that all flight, hotel rooms, and rental car reservations must be booked by Carlson Wagonlit Travel.

You will receive an email directly from CWT on next steps at least 48 hours prior to your interview date. You will be directed to call CWT, in order to confirm your travel arrangements.

Expenses
Amazon is pleased to reimburse you for expenses related to traveling to your onsite interview. Save all receipts during your travel for easy reimbursement later. This report will also be sent to you in your final interview confirmation.

- Meals--> $65/day
- Transportation --> $100/day
- Miscellaneous --> $45/day
During the course of your job candidacy, you may receive information relating to Amazon.com that is not known to the general public ("Confidential Information"). Confidential Information includes, among other things, Amazon.com’s technology, facilities, assets, systems, business partners, investors, customers, vendors, business plans, marketing plans or data, finances and other information, which should be reasonably considered as confidential. Confidential Information may be contained in tangible materials such as drawings, data, specifications, reports and computer programs, or may be in the nature of unwritten knowledge. This Confidential Information is essential to the effective operation of the Company and gives the Company a competitive advantage over other firms pursuing related business activities. As a growing, high technology company, Amazon.com must protect Confidential Information against unauthorized use and disclosure.

In consideration of Amazon's willingness to provide you with Confidential Information during your job candidacy, you agree (i) all Confidential Information will remain Amazon.com’s exclusive property, (ii) you will use Confidential Information only to evaluate potential employment with Amazon.com and agree not to trade securities based on that information, (iii) you will not disclose Confidential Information to any individual, company or other third party, (iv) you will notify Amazon.com immediately upon discovery of any unauthorized use or disclosure of Confidential Information or any other breach of this agreement, and, (v) upon Amazon.com’s request, you will deliver to Amazon.com all materials containing Confidential Information and, at our option, provide Amazon.com with a written certification of compliance. You also agree that you will not disclose any information to Amazon.com that is confidential or proprietary to you or any other person or company.

If a provision of this agreement is held invalid under any applicable law, such invalidity will not affect any other provision of this agreement that can be given effect without the invalid provision. Further, all terms and conditions of this agreement will be deemed enforceable to the fullest extent permissible under applicable law, and, when necessary, the court is requested to reform any and all terms or conditions to give them such effect. Amazon.com is relying upon your promise to comply strictly with this agreement. Any violation of this agreement may cause substantial and irreparable harm to Amazon.com. Accordingly, without limiting any other available remedies, this agreement is specifically enforceable by Amazon.com. This agreement will be construed in accordance with the laws of the State of Washington.

Any failure by Amazon.com to enforce your strict performance of any provision of this agreement will not constitute a waiver of Amazon.com’s right to subsequently enforce such provision or any other provision of this agreement.

Signature:  
Date:  
Print Name: