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

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Learn More
- Careers Website: amazon.com/opsinterview
- Our YouTube Channel: amazon.com/opsyoutube
How Do I Prepare?

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

**Traveling + Logistics**

You will likely be traveling (either by plane or car) to your interview. Carefully read through the link below for information on the travel booking process, tips on how to travel, and other related information!

[Travel 101](#)

**The Interview**

You will be among roughly 40 candidates who will all be going through this process with you. We have a lot of 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.

Your interview will consist of **two 45-minute interviews**. Interview questions will be behavioral-based, so it will be all about you! Depending on your role, you may also be asked case-based questions.

We have **no dress code** for our interviews. Dress in what makes you feel comfortable and confident, keeping in mind that business casual clothes are best. We encourage you not wear a suit or tie. Note that your interviewers and recruiter will likely be in jeans.

Please arrive 15-20 minutes before your scheduled interview to allow yourself time to park and find the building. Notify a receptionist that you are here for your Amazon 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](#), click [here](#).

**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. You can find yours in [this](#) external link.

**What to Bring**

- Printed & signed [Non Disclosure Agreement](#)
- Two copies of your updated resume
- Notebook & pencil
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 an email.

Travel Reimbursement

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

☐ Submit your travel reimbursement form. Click here to save or print the form.

☐ 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.

Locations & Placement

Amazon is continuously growing! Sites are typically based in rural cities due to the size of our buildings and are usually driving distance from a regional hub such as Chicago, Phoenix, or Atlanta.

This position requires you to be willing to relocate nationwide based on the needs of the business. Should you be extended and choose to accept an offer following the final interview, you will have the opportunity to submit your placement preferences when assigning a placement, and will make the best possible match between our business needs and your preferred locations. However, please note that your final placement may be in any of the locations Amazon operates.

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 employees with moving assistance in the form of a lump sum payment if the move is more than 50 miles from the employees current residence to the location of their work site. Exact amount of the lump sum 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.
What Comes Next?

- 401(k) savings plan with a company match is provided to full-time employees.
### Who do I contact?

#### Questions?

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<tr>
<th>Interview</th>
<th>Your Recruiting Coordinator</th>
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<td>Travel</td>
<td>Carlson Wagonlit</td>
<td><a href="mailto:amazongrouptravel.us@contactcwt.com">amazongrouptravel.us@contactcwt.com</a> or 866-746-4647 (ext. 6)</td>
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<td>Expenses</td>
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<td>Other</td>
<td>Office Hours</td>
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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.

Make sure that you follow all parts of the STAR method. **Be as specific as possible** at all times, without rambling or including too much
STAR FORMAT

information. Also, eliminate any examples that do not paint you in a positive light. However, keep in mind that some examples you may provide that touch on a negative result (such as “lost the game”) can highlight your strengths in the face of adversity.
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.
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.
Please make sure to start the Chime set-up process at least 5 minutes before your scheduled interview time. Chime also works on mobile devices, see page 3 for mobile device set-up instructions.

**Chime Instructions: Desktop**

1. Download and install Amazon Chime at [https://chime.aws/download/](https://chime.aws/download/)

2. Click “Chime Interview Link” in the Interview Confirmation email (make sure to select the first link for your first interview and the second link for your second interview).

3. Insert your name below the meeting id number and click the next button
4. Click the “LAUNCH IN AMAZON CHIME APP->”

5. A separate window will appear. Click “Allow”
6. Another window will appear. Press “Use Mic & Speakers”.

7. Another window will appear letting you know your meeting has started. Make sure to click the video icon at the top in order to turn on your webcam.
8. After you complete your first interview, select the red phone icon. You will then need to follow the same steps with the second interview link and meeting ID found in your confirmation email.

Chime Instructions: Mobile Devices

1. Download Amazon Chime from the app store.

Congratulations! This email is to confirm your virtual interview for the Area Manager position! Please be sure to read through this entire message carefully, as there is a lot of important information we would like to cover with you!

INTERVIEW INFORMATION

- Date:
- Interview Time:
  - First Interview: [Chime Interview Link: https://chime.aws/8185334613]
  - Chime Meeting ID: 8185334613
  - Second Interview:
    - Chime Interview Link:
    - Chime Meeting ID:
2. If you wish to use your Amazon retail account, open the app and select “Sign In/Sign Up”. (Make sure to use the same email & password as your Amazon account.)

If you do not have an Amazon account:

- Select “Join a meeting without an account”
• Enter your specific Chime Meeting ID found in your confirmation email into the space provided.

• Enter your name into the space provided and hit the arrow button located directly below

• Select “Join Meeting”

• Select “Use My Audio”
3. After entering your username & password press "I agree" and verify your email address.

4. Click “Chime Interview Link” in the Interview Confirmation email (make sure to select the first link for your first interview and the second link for your second interview). You can also use the Chime Meeting ID to attend your meeting.

Congratulations! This email is to confirm your virtual interview for the Area Manager position! Please be sure to read through this entire message carefully, as there is a lot of important information we would like to cover with you!

**INTERVIEW INFORMATION**

- Date: [Add date]
- Interview Time:
  - First Interview:
    - Chime Interview Link: [https://chime.aws/8185384613](https://chime.aws/8185384613)
    - Chime Meeting ID: 8185384613
  - Second Interview:
    - Chime Interview Link:
    - Chime Meeting ID:

5. Enter your name and press the arrow to continue. Select “Launch in Amazon App” and click open.

7. Select the video icon at the top of your phone screen in order to see your interviewer.  
   **Note:** if you have trouble connecting with your interviewer, they will give you a call to the phone number we have on file.

8. When you are done with your first interview, select the red phone icon to end the interview. You will be prompted to the home page of the app, please repeat steps with the second Meeting ID (found in interview confirmation email) for your second interview.