# H-E-B · Interviewer brief

AggieInsight static sample · No AWS connection or live research

## Interview scenario

An H-E-B shopper places a curbside order. During picking, an item is unavailable. Ask the candidate how they would help the shopper choose a replacement without delaying pickup.

## Product tradeoffs

A fast default can save time for the shopper and store team. It can also produce an unwanted substitution. Explore when to ask for preferences and what to do if a shopper never replies.

## People involved

Invite the candidate to consider the shopper, the person picking the order, and the team handing it over. Which decisions can each person make, and where could a delay start?

## Interview Questions

### 1. When should the shopper choose a replacement?

- Purpose: Explore the tradeoff between planning at checkout and asking during picking.
- Follow-up: What happens if the shopper is offline?

### 2. How would you pilot this in a small set of stores?

- Purpose: See how the candidate would test a change before expanding it.
- Follow-up: What would make you stop the pilot even if more substitutions were accepted?

## Conversation plan

Spend five minutes mapping the order and pickup experience, ten on the substitution decision, and five on pilot metrics.

## Assumptions to check

Store staffing, shopper response times, and substitution rates are unknown in this exercise. Ask which data the candidate would collect first.