



## North Etobicoke Revitalization Project

# BAR HELPER

National Occupational Classification: 6641

## Interview Guide

Name of Applicant:	
Date	

### Using this Interview Guide

This interview guide is an aid to job seekers in assessing their chance for success in landing a job in the hospitality industry. The guide is divided into the following two parts:

**Part 1** is made up of the mandatory requirements of the job. If the applicant is unable to fulfill any of these requirements, he or she will likely not be able to advance to the next stages of the interview process.

**Part 2** consists of the questions that are likely to be asked at an actual face-to-face interview with the employer. For certain questions, we have included employer expectations.

### Caution

Job requirements will vary between employers and industry sectors. This guide is meant only as a tool to help an applicant prepare for an interview and as an *indication* of the likely success of obtaining the position.

## Part 1 — Mandatory Requirements

Criteria	Meets Criterion?	Comments
<b>Personal</b>		
18 years of age		
Able to lift up to 40 pounds***		
Legally entitled to work in Canada		
Willing to attend interview conveying a "professional" image		
Interested in working in a hotel		
Willing to work near the airport*		
Willing to release police check information to employer		
Willing to provide medical certificate proving fitness to employer		
Willing to take a drug test**		
Reliable transportation to work		

<b>Experience</b>		
1 year related work experience/recognized bartending certificate		
Knowledge of LCBO rules and regulations		
Cash handling experience		
Basic math — test will be given		
Previous customer service experience		
<b>Availability for work</b>		
Part time		
After 5pm shifts		
Weekends shifts		
Days		
Long weekends		
On-call		
Nights		

Not a mandatory requirement, but considered an asset:

- Certificate in Smart Serve or S.I.P.

\* Will vary by employer

\*\* If you fail the drug screen, you will be denied employment (Starwood)

\*\*\*With or without reasonable accommodation

## Part 2 — Interview Questions

Question	Selection criterion/ "correct" answer
<b>Verbal Communication and Interpersonal Skills</b>	
Can you start by telling me why you are interested in this position?	<ul style="list-style-type: none"> <li>Assessed throughout the interview</li> <li>Listens and seeks clarification as required</li> <li>Speaks clearly, easy to understand, gets the message across</li> </ul>
Can you tell me how your previous work experience relates to this position, using specific examples?	Clarify previous work experience
What courses have you completed that relate to this position?	Secondary school diploma or equivalent
<b>LCBO Rules and Regulations</b>	
What is the legal drinking age in Ontario?	19 years of age
What are the legal serving times of alcohol in this province?	Monday to Sunday 11:00 a.m. to 2:00 a.m.
What is the difference in the alcohol content in a: a. Bottle of beer b. 6 oz glass of wine c. Mixed drink with 1 oz of alcohol (spirit)	No difference in the alcohol content
<b>Handling Cash</b>	
In this position you may be responsible for cash register and the associated transactions. Tell me in what other positions have you had this responsibility?	Clarify previous experience
What specifically were your responsibilities?	Clarify previous experience
Were you responsible for balancing your cash at the end of your shift?	Used basic math skills regularly or as required
What do you do when you have problems balancing?	Shortages/overages in cash
<b>Presentability/Professional Image</b>	
Employees reflect the organization and must always present a professional image. Please tell me how and what you do to ensure that you present a professional image to customers?	<ul style="list-style-type: none"> <li>Uniform maintenance — clean, pressed, etc.</li> <li>Good personal hygiene — clean hair, fingernails, etc.</li> <li>Treat the customer with respect at all times — referring issues as required to supervisor</li> <li>Maintains an appropriate display of emotion and expression at all times</li> </ul>
<b>Wrap up</b>	
Are there any questions that you hoped that I would ask but didn't? Do you have any questions for me?	

Source: Woodbine Entertainment Group, Starwood Hotels