

North Etobicoke Revitalization Project

Interview Guides

Hotel Sector



This manual includes screening templates and interview guides for entry level positions within the hotel industry.

Using this Interview Guide

The enclosed templates and interview guides are aids to job seekers in assessing their chance for success in landing a job in the hospitality industry. Each 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 and “correct” answers, in the sense that they give an indication of the types of responses that employers will be looking for.

Job Titles

The job titles used in this manual come from the National Occupational Classification scheme. Employers may use a variation of the title in their job postings.

Users’ Notes

In using the interview guides, users should be aware of the following:

- While the interview guides enclosed in this manual are for hotel jobs, many of these jobs also exist in other industries such as the foodservices, entertainment and airlines sectors.
- 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.
- The questions shown in the interview guides are based on actual questions used by Woodbine Entertainment Group and Starwood Hotels Inc. (with their permission). The material has been made available to the members of NERP and is not for wide distribution.
- Some hotel properties may test the applicant's physical strength, with or without reasonable accommodation.
- Drug testing may be mandatory for some employers.

For further information, contact:

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Position Title	National Occupational Classification
Shipper and receiver	1471
Cook	6242
Hotel night auditor	6435
Hotel front desk clerk	6435
Barman/barwoman	6452
Lounge waiter/waitress	6453
Food and beverage servers	6453
Banquet server	6453
Bar helper	6641
Bus boy/girl	6641
Food preparer	6641
Food service attendant	6641
Baker assistant	6641
Security officer	6651
Housekeeping room attendant	6661
Building custodian	6663
Luggage attendant	6672
Laundry attendant	6681