



## North Etobicoke Revitalization Project

# BUS BOY/GIRL

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		
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>Strength*</b>		
Able to lift up to 40-50 pounds***		
Able to push or pull 250 pounds on occasion***		
Able to walk or stand for up to 4 hours***		
<b>Availability for work</b>		
Part time		
After 5pm shifts		
Weekends shifts		
Days		
Long weekends		
On-call		
Nights		

\* 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

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Question	Selection criterion/Correct answer
<b>Verbal Communication, 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 &amp; 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
Do you have prior experience as either a bus attendant or a server	
<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