



## North Etobicoke Revitalization Project

# COOK

National Occupational Classification: 6242

### Interview Guide

Name of Applicant:	
Date	

#### Using this Interview Guide

This interview guide is an aid to job seekers to assess 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 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.

## Mandatory Requirements

Criteria	Meets Criterion?	Comments
<b>Personal</b>		
18 years of age		
Able to lift up to 60 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>		
4–6 years related work experience*		
Completed apprenticeship		
Red Seal certificate		
Basic math skills — test will be given		
<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:

- Safety & Food Handler Certificate and/or Trade School Certificate

\* Will vary by employer

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

## Interview Questions

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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 &amp; Seeks clarification as required</li> <li>• Speaks clearly, easy to understand, gets the message across</li> </ul>
<b>Previous work experience</b>	
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?	Clarify previous educational experience
<b>Organizational skills — Attention to detail (accuracy and thoroughness)</b>	
Attention to detail and accuracy are an important part of this job. How do you go about ensuring that your work is accurate? Give me a specific example of a time when you did this.	<ul style="list-style-type: none"> <li>• Makes sure work is one correctly, completely and with high quality in a timely manner</li> <li>• Listening</li> <li>• Planning where possible</li> <li>• Follow-up as required</li> <li>• No errors as a result of carelessness</li> </ul>
<b>Organizational Skills — Time Management</b>	
Tell me about the busiest time you had on your last job. <ul style="list-style-type: none"> <li>• What did you do to prepare yourself for the onslaught?</li> <li>• How did you know what to expect?</li> <li>• How did your preparations pay off during the rush?</li> </ul>	<ul style="list-style-type: none"> <li>• Advance prep where possible</li> <li>• Organize and maintain work area(s)/resources</li> <li>• Organize work so that multiple objectives or tasks can be accomplished simultaneously</li> <li>• Learn from previous experiences</li> </ul>
How do you go about organizing your workload and prioritizing tasks? Please give me a specific example of a time when you had a number of tasks to complete within a short span of time?	<ul style="list-style-type: none"> <li>• Prioritize in terms of the item</li> <li>• Ordered, ranking of orders</li> <li>• Using time efficiently (slow periods used for prep for peak periods of operation)</li> </ul>
<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>Team Work</b>	
<p>In this position you must work closely with other in order to get the job done. Tell me about instances when you had to work with others to accomplish a task or solve a problem.</p> <ul style="list-style-type: none"> <li>• What was the task/problem</li> <li>• What was your involvement?</li> <li>• What was the result?</li> </ul>	<ul style="list-style-type: none"> <li>• Has worked closely with others in work area</li> <li>• Willing to lend a helping hand to coworkers</li> <li>• Dealing with other departments to accomplish a specified task</li> </ul>
<p>In this Company we have a number of policies, systems and procedures in place to ensure consistency and overall effectiveness of our operations. Please give me an example when you were asked to adhere to a given policy or procedure that you did not agree with. What was the policy/procedure and what did you do?</p>	<ul style="list-style-type: none"> <li>• Remained open-minded</li> <li>• Discussed concerns with supervisor/ manager</li> <li>• Followed policy as was required</li> <li>• Showed support/ commitment to organization</li> </ul>
<b>Team Work/Customer Service</b>	
<p>Have you ever found yourself in a situation where you could not handle your workload by your self? What was the situation and what did you do to ensure that service standards were maintained?</p>	<ul style="list-style-type: none"> <li>• Advise supervisor of situation</li> <li>• Enlist assistance of coworker(s)</li> <li>• Maintained level of service</li> </ul>
<p>Tell me about a time that you went out you're your way to assist a customer?</p>	<ul style="list-style-type: none"> <li>• Provides support in resolving customer's problems/concerns even when it is an inconvenience to do so.</li> <li>• Demonstrates the understanding that the customer is the key to our work.</li> </ul>
<b>Customer Service — Dispute Resolution</b>	
<p>Tell me about a specific situation where you had to deal with an angry/upset customer/coworker etc. What was the problem and how did you handle it?</p>	<ul style="list-style-type: none"> <li>• Defusing anger</li> <li>• Retain control</li> <li>• Get the facts</li> <li>• Empathy</li> <li>• •customer service</li> <li>• Demonstrates the understanding that the customer is the key to our work.</li> </ul>
<p>Not all customers are nice. Sometimes customers are irritating or rude.</p> <ul style="list-style-type: none"> <li>• Tell me about the most irritating customer you have had to deal with</li> <li>• When did this happen?</li> <li>• What did the person do that was irritating</li> <li>• What did you say in response?</li> <li>• How did you overcome the person's rudeness?</li> <li>• Was the person satisfied when he or she left?</li> <li>• Did the person say anything to your boss? What?</li> </ul>	<ul style="list-style-type: none"> <li>• Retain control</li> <li>• Not personalizing the rude or irritating behaviour</li> <li>• Remain pleasant, courteous, helpful to all customers versus.</li> </ul>

From your experience what do you think customers want most when they are out?	<ul style="list-style-type: none"> <li>• Clean surroundings</li> <li>• Quality product(s)</li> <li>• Quality, service — attentive</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