

North Etobicoke Revitalization Project



FOOD SERVICE ATTENDANT

National Occupational Classification: 6641

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
Personal		
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**		
Basic math skills — test will be given		
Reliable transportation to work		

Strength*		
Lift up to 40-50 pounds***		
Able to walk or stand for up to 4 hours***		
Able to push and pull carts and equipment weighing 250 pounds***		
Able to regularly lift trays of food and beverages weighing up to 25 pounds***		
Able to bend, squat and frequently lift 25 pounds and occasionally lift up to 50 pounds***		
Availability for work		
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
- WHMIS

* Will vary by employer

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

*** With or without reasonable accommodation

Interview Questions

Question	Selection criterion/"Correct" answer
Verbal communication and interpersonal skills	
Can you start by telling me why you are interested in this position?	<ul style="list-style-type: none"> • Assessed throughout the interview • Listens & Seeks clarification as required • Speaks clearly, easy to understand, gets the message across
Previous work experience	
Can you tell me how your previous work experience relates to this position, using specific examples?	Clarify previous work experience
How many years of specific job experience do you have that is relevant to this position?	
Do you have food preparation experience?	
How many jobs have you had in the last five years?	
What courses have you completed that relate to this position?	Clarify previous educational experience
Organizational skills — attention to detail (accuracy and thoroughness)	
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"> • Makes sure work is one correctly, completely and with high quality in a timely manner • Listening • Planning where possible • Follow-up as required • No errors as a result of carelessness
Organizational Skills - Time Management	
Tell me about the busiest time you had on your last job. <ul style="list-style-type: none"> • What did you do to prepare yourself for the onslaught? • How did you know what to expect? • How did you preparations pay off during the rush? 	<ul style="list-style-type: none"> • Advance prep where possible • Organize and. maintain work area(s)/resources • Organize work so that multiple objectives or tasks can be accomplished simultaneously • Learn from previous experiences
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"> • Prioritize in terms of the item • Ordered, ranking of orders • Using time efficiently (slow periods used for prep for peak periods of operation)

Presentability/Professional Image	
<p>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?</p>	<ul style="list-style-type: none"> • Uniform maintenance — clean, pressed, etc. • Good personal hygiene — clean hair, fingernails, etc. • Treat the customer with respect at all times — referring issues as required to supervisor • Maintains an appropriate display of emotion and expression at all times
Team Work	
<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"> • What was the task/problem • What was your involvement? • What was the result? 	<ul style="list-style-type: none"> • Has worked closely with others in work area • Willing to lend a helping hand to coworkers • Dealing with other departments to accomplish a specified task
<p>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"> • Remained open-minded • Discussed concerns with supervisor/ manager • Followed policy as was required • Showed support/ commitment to organization
<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"> • Advise supervisor of situation • Enlist assistance of coworker(s) • Maintained level of service
Wrap up	
<p>Are there any questions that you hoped that I would ask but didn't? Do you have any questions for me?</p>	

Source: Woodbine Entertainment Group, Starwood Hotels