



North Etobicoke Revitalization Project

HOTEL FRONT DESK CLERK

National Occupational Classification: 6435

Interview Guide

Name of Applicant:	
Date	

Using this Interview Guide

This interview guide is an aid to job seekers to help them 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 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.

Mandatory Requirements

Criteria	Meets Criteria?	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**		
Reliable transportation to work		

Strength*		
Lift up to 15-20 pounds***		
Able to walk or stand for up to 4 hours***		
Experience		
Six years related work experience*		
Basic math skills — test will be given		
Availability for work		
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

Interview Questions

Question	Selection criterion/"Correct" answer
Verbal communication/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 and seeks clarification as required Speaks clearly, easy to understand, gets the message across
Please indicate the languages in which you are fluent?	
Would you be able to assist guests with inquiries about the local area and its attractions?	
Previous Work	
Can you tell me how your previous work experience relates to this position, using specific examples?	<ul style="list-style-type: none"> Clarify previous work experience
Please indicate the highest level of education you have completed.	
How many years experience do you have in a guest service role?	
Please indicate your level of proficiency with computers.	
What courses have you completed that relate to this position?	
Team Work	
<p>In this position you must work closely with other in order to get the job done.</p> <ul style="list-style-type: none"> Tell me about instances when you had to work with others to accomplish a task or solve a problem. 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
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 at service standards were maintained?	<ul style="list-style-type: none"> Advise supervisor of situation Enlist assistance of coworker(s) Maintained level of service
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?	<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>Tell me about a time when you helped a co-worker with learning a new task or solving a problem.</p> <ul style="list-style-type: none"> • What was the task you helped with coworker with? • How did you become involved? • How were you able to help? • How did the coworker feel about your help? 	<ul style="list-style-type: none"> • Has worked closely with others in work area • Willing to lend a helping hand to coworkers
Customer Service	
<p>From your experience what do you think customers want most when they are out?</p>	<ul style="list-style-type: none"> • Clean surroundings • Quality product(s) • Quality service — attentive
<p>Not all customers are nice. Sometimes customers are irritating or rude. Tell me about the most irritating customer you have had to deal with.</p> <ul style="list-style-type: none"> • When did this happen? • What did the person do that was irritating? • What did you say in response? • How did you overcome the person's rudeness? • Was the person satisfied when he or she left? • Did the person say anything to your boss? What? 	<ul style="list-style-type: none"> • Retain control • Not personalizing the rude or irritating behaviour • Remain pleasant, courteous, helpful to all customers versus
<p>Tell me about a time that you went out of your way to assist a customer</p>	<ul style="list-style-type: none"> • Provide support in response to customer's problems/concerns even when it was an inconvenience to do so • Demonstrates the understanding that the customer is the key to our work
<p>Dispute resolution — 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"> • Defusing anger • Retain control • Get the facts • Empathy • Customer service • Demonstrates the understanding that the customer is the key to our work
Organizational Skills	
<p>Attention to Detail — 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.</p>	<ul style="list-style-type: none"> • Makes sure work is done 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

<p>Time Management — 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?</p>	<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) • Check List(s), Notes
<p>Tell me about the busiest time you had on your last job.</p> <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 your preparations pay off during the rush? 	<ul style="list-style-type: none"> • Advance prep where possible • Organize and maintain work area(s) and resources • Organize work so that multiple objectives or tasks can be accomplished simultaneously • Learn from previous experiences
<p>Handling Cash</p>	
<p>In this position you will be responsible for cash register and the associated transactions. Tell me in what other positions have you had this responsibility?</p> <ul style="list-style-type: none"> • What specifically were your responsibilities? • Did you make change or did the register/computer calculate it for you? • Were you responsible for balancing your cash at the end of your shift? • What do you do when you have problems balancing? • Were you responsible for cash deposits? • Tell me about the procedure used for deposits. 	<ul style="list-style-type: none"> • Clarify previous experience • Used basic math skills regularly or as required • Shortages/overages in cash
<p>Wrap up</p>	
<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
<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