



North Etobicoke Revitalization Project

HOUSEKEEPING ROOM ATTENDANT

National Occupational Classification: 6661

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		
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 50 pounds***		
Able to walk or stand for up to 4 hours***		
Able to push and pull carts and equipment weighing 250 pounds***		

Availability for work		
Part time		
After 5pm shifts		
Weekends shifts		
Days		
Long weekends		
On-call		
Nights		

* May vary

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

*** With or without reasonable accommodation

Interview Questions

Question	Selection criterion/"Correct" answer
Personal appearance/interpersonal skills	
How do you think your previous job experience has prepared you for this role?	<ul style="list-style-type: none"> • Speaks clearly, easy to understand • Technical details • Previous work experience
Previous Experience	
What do you think your supervisor would say about your work and give specific examples as to why?	<ul style="list-style-type: none"> • Reliable • Dependable • Team Player • Positive Attitude • Good work ethics
Do you have prior experience as either a house or room attendant?	
How many years guest service experience do you have?	
Working style	
How do you motivate yourself to complete unpleasant assignments	<ul style="list-style-type: none"> • Stay focused • Understand own role in the "big picture" and being part of the end result. • Pride in work • Genuine interest/ passion in work • Rewards
Tell me about a potentially unsafe condition that you had to report or correct. What was the potential impact if it had not been corrected?	<ul style="list-style-type: none"> • Health and safety • Security • Initiative • Concern • Ability to identify danger • Compassion for company and others
What do the following terms mean to you? <ul style="list-style-type: none"> • Integrity • Respect • Accountability • Excellence 	<ul style="list-style-type: none"> • Understanding of the core values
Tell me about a situation in which you had to deal with a very upset customer or co-worker. How did you handle it?	<ul style="list-style-type: none"> • Maintain composure • Conflict resolution • Communicate • Professional • Get to the root of the problem • Refer to supervisor

Without mentioning any names, tell us about the worst and best supervisor you've worked under and give reasons why you thought so.	<ul style="list-style-type: none"> Preferred management style
<p>In this position, you will be required to solve problems with a positive demeanor. Which best describes your experience in problem solving?</p> <ul style="list-style-type: none"> "I have participated in solving customer service problems." "I have led solving customer service problems." "I have had asked others to solve customer service problems." "I have not had experience in directly solving customer service problems." 	
What are the important qualities a person should have to become an effective team player?	<ul style="list-style-type: none"> Respect Ability to work together Participate for the common good Supportive
Tell us about a time you showed initiative and took the lead on a task.	<ul style="list-style-type: none"> Initiative Ability to get things started and follow-through. Motivate others
Knowledge	
<p>Please describe your ability to operate cleaning tools such as vacuums, mops, carpet cleaners, etc.</p> <ul style="list-style-type: none"> Basic — some exposure but just learning Intermediate — requires minimal supervision Advanced — can train others on this skill Expert — recognized as an expert in previous positions No experience 	
Please indicate the highest level of education you have completed.	
Wrap Up	
We've interviewed a number of qualified applicants for this position. What sets you apart from the others?	<ul style="list-style-type: none"> Skills are transferable Positive attitude Committed to Service Excellence Strengths Confidence Ambition/ "Promotability"
Do you have any questions for me/us?	

Source: Woodbine Entertainment Group, Starwood Hotels