



## North Etobicoke Revitalization Project

### LUGGAGE ATTENDANT

National Occupational Classification: 6672

#### Interview Guide

Name of Applicant:	
Date	

#### Using this Interview Guide

The 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		
Must be able to communicate in English (oral and written)		
Legally entitled to work in Canada		
Willing to attend interview conveying a "professional" image		
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		
Interested in working in a hotel		

<b>Strength*</b>		
Able to walk or stand for up to 4 hours***		
Able to lift up to 75 pounds***		
<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

# Interview Questions

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>
<b>Previous work experience</b>	
How many years guest service experience do you have?	
Do you have prior experience as a luggage attendant?	
Can you tell me how your previous work experience relates to this position, using specific examples?	Clarify previous work experience
<b>Presentability/Professional Image</b>	
Employees reflect our 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>
Have you ever found yourself in a situation where you could not handle your workload by yourself? What was the situation and what did you do to ensure that service standards were maintained?	<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>
Tell me about a time that you went out you're your way to assist a customer?	<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>

<p>Tell me about a time you helped a co-worker with learning a new task or solving a problem.</p> <ul style="list-style-type: none"> <li>• What was the task or issue?</li> <li>• How did you become involved?</li> <li>• How were you able to help?</li> <li>• How did the co-worker feel about your help?</li> </ul>	<ul style="list-style-type: none"> <li>• Works closely with others</li> <li>• Willing to lend a helping hand</li> <li>• Takes pride in job and genuinely concerned for well being of company</li> </ul>
<b>Health and Safety</b>	
<p>Maintaining a clean and safe work area is an essential part of this position.</p> <ul style="list-style-type: none"> <li>• Tell me using specific examples, how you go about maintaining a clean and safe work area?</li> <li>• What specifically do you do?</li> <li>• Tell me what you do to avoid problems when operating machinery or equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates an awareness of what is required to maintain a clean and safe work area.</li> <li>• Clean up after self</li> <li>• Ensure possible hazards (e.g. spills) are not ignored</li> <li>• Follow proper procedure</li> </ul>
<b>Customer Service</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, and helpful to all customers versus.</li> </ul>
<p>From your experience what do you think customers want most when they are out?</p>	<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>	
<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