

North Etobicoke Revitalization Project



SHIPPER AND RECEIVER

National Occupation Classification: 1471

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*		
Able to lift up to 60-100 pounds***		
Able to walk or stand for up to 4 hours*		
Able to squat, bend and stretch***		

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 accommodations

Interview Questions

Question	Selection criterion/"Correct" answer
Verbal communication/presentation	
<p>Can you start by telling us about your work experience and how it relates to this position?</p> <p>What are/were your responsibilities?</p> <p>What was your role specifically?</p>	<ul style="list-style-type: none"> • Speaks clearly, easy to understand • Hands-on experience • Technical details • Integrity • Enthusiasm • Loyalty • Training related to the job
Previous Experience	
<p>How do you think your previous job experience has prepared you for this role?</p>	<ul style="list-style-type: none"> • Verbal communication • Presentation • Speaks clearly, easy to understand • Technical details • Previous work experience
<p>How many years of shipping/receiving experience do you have?</p>	
<p>What do you think your supervisor would say about your work and give specific examples as to why?</p>	<ul style="list-style-type: none"> • Reliable • Dependable • Team Player • Positive Attitude • Good work ethics
Working style	
<p>How do you motivate yourself to complete unpleasant assignments</p>	<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
<p>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?</p>	<ul style="list-style-type: none"> • Health and Safety • Security • Initiative • Concern • Ability to identify danger • Compassion for company and others
<p>What do the following terms mean to you?</p> <ul style="list-style-type: none"> • Integrity • Respect • Accountability • Excellence 	<ul style="list-style-type: none"> • Understanding of the core values

<p>Tell me about a situation in which you had to deal with a very upset customer or co-worker. How did you handle it?</p>	<ul style="list-style-type: none"> • Maintain composure • Conflict resolution • Communicate • Professional • Get to the root of the problem • Refer to supervisor
<p>Without mentioning any names, tell us about the worst and best supervisor you've worked under and give reasons why you thought so.</p>	<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. 	
<p>Tell us about a time when you were given a number of tasks to be completed by noon.</p> <ul style="list-style-type: none"> • What things do you consider to determine order of importance? • Can you tell us about a time when you had a really good idea that would have improved an aspect of your job and you had to persuade your supervisor to accept it. • How did you present your idea? • What was the outcome? 	<ul style="list-style-type: none"> • Organizational Skills • Planning/Time Management • Prioritizing/ identify task and time requirements, prepare schedule for completion • Resourcefulness • Communicating progress • Service Excellence • Communication • Innovation • Initiative • Quality Improvement • Add value
<p>What are the important qualities a person should have to become an effective team player?</p>	<ul style="list-style-type: none"> • Respect • Ability to work together • Participate for the common good • Supportive
<p>Describe the amount of structure, direction and feedback you expect or require from your manager to be effective in your position.</p>	<ul style="list-style-type: none"> • Motivation factors—what/ how • Works independently vs. requires constant monitoring.
<p>Tell us about a time when you had to give instructions to another person who was having difficulty understanding.</p> <ul style="list-style-type: none"> • What did you do? 	<ul style="list-style-type: none"> • Communication/interpersonal skills • Diversity • Patience • Respect

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	
How would you describe your proficiency in working with computers?	
This job requires the ability to calculate figures and amounts. Please indicate your level of proficiency with such computational skills	
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