|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Applicant** | | | | | | | | | | | | | |
| **Name** |  | | **Position Applied For** | |  | | **Job Location** | |  | | **Interview Date** | | |
|  |  | |  | |  | |  | |  | |  | | |
| **Interviewer 1** | | | | **Interviewer 2** | | | | | | | | | |
| **Name** |  | **Position** | | | |  | | **Name** | |  | | **Position** |

|  |
| --- |
| **Questions**  The applicant will most often be asked to give examples of what they’ve done before in their work or other activities. The applicant should be specific about what they did and give the situation, task, action and result. |

|  |
| --- |
| General Questions |
| What do you know about [Business Name]? |
| Why did you apply for this position? |

|  |
| --- |
| Operational Experience |
| Explain the jobs that you have had that are relevant to this role. |
| What strengths do you have from previous roles that will contribute to success in this role? Given an example of this strength in practice. |
| What part of your current role do you enjoy the most? Why? Give an example. |
| What part of your current role do you enjoy the least? Why? Given an example. |

|  |
| --- |
| Customer Service |
| One of [Business Name]’s core values is providing excellent service to its customers. Describe a time where you have demonstrated excellent service. |
| Can you describe a time where you assisted with a customer complaint? How did you deal with it and what was the outcome? |

|  |
| --- |
| Workplace Health & Safety |
| What do you think is important to making sure your workplace is safe? . |
| Describe a situation when you identified a hazard or thought something about your job was not safe. What did you do? |

|  |
| --- |
| Team Spirit |
| Describe a time when you observed a work colleague not working as part of the team. Discuss what is important to you to achieve a good team spirit. |
| We have all had workplaces where we didn’t get on with a particular person. Tell me about a time when you didn’t get along with a person in your team. What was the outcome? |

|  |
| --- |
| Time Management |
| How do you plan and carry out your work to make sure that all your tasks are completed? Give an example. |
| Explain a situation where you have been under pressure to get your work done |

|  |
| --- |
| Innovation |
| It is important that all [Business Name] employees have an opportunity to contribute to our business success. When has your idea / suggestion been implemented at your place of work? |

|  |
| --- |
| Problem Solving |
| Describe a stressful situation in your experience and how did you cope with it? |

|  |
| --- |
| Working Time  (For positions that require more than normal day work eg. travel, longer hours of work, shift work, weekend, work etc.) |
| The job will require you to work [explain how often, how long, & conditions when travelling]. Are you prepared to work these hours? Explain when you have worked this way before and how you coped. |

|  |
| --- |
| Other |
| Having been advised of the job requirements, are you aware of any reason that may affect your ability to do the job? |

|  |  |  |  |
| --- | --- | --- | --- |
| Discuss the following points: | | | |
| Pay rate |  | Reference 1 |  |
| Notice period |  | Reference 2 |  |
| Working hours |  | | |
| Next steps | Whether there will be a second interview (and if this will be conducted by same / different people)  When the applicant can expect to hear regarding the outcome of the interview and from whom  Whether referees will be contacted  Whether there is a requirement for further testing (e.g. pre-employment medical) and advise of the relevant date / time / location / nature of the testing (if known)  Whether they need to provide documented evidence of qualifications, certification or licenses, including (where relevant) the date of expiry  Whether they will need attend a one day induction (unpaid in most cases) prior to employment | | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Selection Criteria  (Rank the applicant against the key skills and qualifications required to do the job.  1 = Does not meet criteria/ 2 = Meets criteria / 3 = Exceeds criteria) | | | | |
| Criteria | N/A | 1 | 2 | 3 |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Interview Assessment | | | | | | | |
| Please mark the relevant box to the criteria below:  1 – No experience  2 – Poor  3 – Average  4 – Good  5 – Outstanding | | | | | | | |
| Criteria | | N/A | 1 | 2 | 3 | 4 | 5 |
| First impression | |  |  |  |  |  |  |
| Punctuality for interview | |  |  |  |  |  |  |
| Personal grooming and hygiene – e.g. outfit | |  |  |  |  |  |  |
| Customer Service | |  |  |  |  |  |  |
| Team Spirit | |  |  |  |  |  |  |
| Desire to develop/progress | |  |  |  |  |  |  |
| Demonstrated innovation | |  |  |  |  |  |  |
| Communication skills | |  |  |  |  |  |  |
| Confidence in own ability | |  |  |  |  |  |  |
| Strong conversational ability | |  |  |  |  |  |  |
| Motivation to work/get this job | |  |  |  |  |  |  |
| Positive Attitude | |  |  |  |  |  |  |
| Interviewer(s) comments: | | | | | | | |
| Does the applicant meet the selection criteria for the role? | | Yes | | Almost | | No | |
| Will you interview the applicant again for the role? | | Yes | | No | |  | |
| Will you consider employing the applicant for the role? | | Yes | | Maybe | | No | |
| Would you consider interviewing this person for another position more suited to their skills? | | Yes | | Maybe | | No | |
| Does the applicant have relevant career goals? | | Yes | | No | | N/A | |
| Does the applicant have potential to progress at [Business Name]? | | Yes | | No | | N/A | |
| Interviewer(s) signature(s) |  | | | | | | |