

Vacancy	Customer Service Assistant
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Trading group	Food Retail
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FORMAT OF INTERVIEW

1. Read the candidates CV/Application form prior to the interview in order to identify areas of concerns, such as unexplained career breaks etc. If there are any areas highlighted these should be addressed during the interview.
2. Explain to the candidate that we will be asking them a series of questions specific to the requirements of the role. Notes will be taken during the interview and it will last 10 minutes with a 5 min. There will be an opportunity for questions during the interview.

The 0-3 rating is defined as:

- 0 Unacceptable **Meets none of the desired indicators**
- 1 Some development needs **Meets less than half of the desired indicators**
- 2 Meets expectations **Meets more than half of the desired indicators**
- 3 Exceeds Expectations **Meets all of the desired indicators**

Generic	Indicators	Notes	Score
What do you know about the Midcounties Co-operative?	<input type="checkbox"/> Brand awareness <input type="checkbox"/> History <input type="checkbox"/> Trading businesses <input type="checkbox"/> Member owned <input type="checkbox"/> Community links <input type="checkbox"/> Trading areas		<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
What is your understanding of our Society values? Democracy Openness Equality Social Responsibility	<input type="checkbox"/> Has a basic understanding of the Society's values <input type="checkbox"/> Understands the meaning of: <input type="checkbox"/> Democracy <input type="checkbox"/> Openness <input type="checkbox"/> Equality <input type="checkbox"/> Social Responsibility <input type="checkbox"/> Has researched the Society		<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Customer Service	Indicators	Notes	Score
<p>What are the most important things to remember when dealing with customers? And why?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Pleasant <input type="checkbox"/> Helpful <input type="checkbox"/> Polite <input type="checkbox"/> Listen <input type="checkbox"/> Product knowledge <input type="checkbox"/> Professional <input type="checkbox"/> Put self in customer shoes <input type="checkbox"/> Manage expectations <input type="checkbox"/> Understand their needs <input type="checkbox"/> Leave them satisfied <input type="checkbox"/> Make their day 		<ul style="list-style-type: none"> <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
<p>Describe a time when you gave/received excellent customer service. What made this exceptional?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Goes the extra mile <input type="checkbox"/> Gives valid example <input type="checkbox"/> Builds the business <input type="checkbox"/> Satisfies the customer <input type="checkbox"/> Helpful staff <input type="checkbox"/> Knowledgeable staff <input type="checkbox"/> Polite staff <input type="checkbox"/> Nothing is too much trouble 		<ul style="list-style-type: none"> <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Teamwork	Indicators	Notes	Score
<p>What are the important things to consider when working in a team?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Communication <input type="checkbox"/> Compromise <input type="checkbox"/> Supporting/helping others <input type="checkbox"/> Sharing ideas <input type="checkbox"/> Honesty <input type="checkbox"/> Being part of a team <input type="checkbox"/> Democracy <input type="checkbox"/> Openness <input type="checkbox"/> Equality <input type="checkbox"/> Social Responsibility 		<ul style="list-style-type: none"> <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
<p>Give an example of when you have worked as part of a team. What did you achieve? What role did you play?</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Understands the benefits of teamwork <input type="checkbox"/> Involved/plays part in team <input type="checkbox"/> Gives a valid example <input type="checkbox"/> Supports other team members <input type="checkbox"/> Works toward achieving the goal 		<ul style="list-style-type: none"> <input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

Communication	Indicators	Notes	Score
Tell me about a time when you have had to pass on a message. How did you ensure that the message was understood?	<input type="checkbox"/> Gives a valid example <input type="checkbox"/> Talk clearly <input type="checkbox"/> No jargon <input type="checkbox"/> Listens <input type="checkbox"/> Seeks feedback <input type="checkbox"/> Checks understanding <input type="checkbox"/> Clarifies/re-phrases <input type="checkbox"/> Takes responsibility for the message <input type="checkbox"/> Simple language		<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
You have been asked to work with a colleague to re-stock a whole aisle. You believe there is a quicker way to do the task, how will you persuade your colleague that your way is quicker?	<input type="checkbox"/> Discuss with the colleague <input type="checkbox"/> Test the method <input type="checkbox"/> Explains in a positive manner <input type="checkbox"/> Listens to colleagues views <input type="checkbox"/> Explains the benefits		<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3
Personal Effectiveness	Indicators	Notes	Score
Tell me about a situation when things went wrong. How did you react? What was the result?	<input type="checkbox"/> Gives a valid example <input type="checkbox"/> Accepts the situation <input type="checkbox"/> Works around/re-prioritises <input type="checkbox"/> Asks for help <input type="checkbox"/> Deals with the issue <input type="checkbox"/> Learns from the situation <input type="checkbox"/> Picks up the original plan		<input type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3

<p>Describe a time when you have faced an obstacle/problem that could have stopped you achieving a goal/target. What were the circumstances? What did you do?</p>	<p><input type="checkbox"/> Gives a valid example</p> <p><input type="checkbox"/> Determination to succeed</p> <p><input type="checkbox"/> Looks for solutions</p> <p><input type="checkbox"/> Asked for help</p> <p><input type="checkbox"/> Dealt with issue</p> <p><input type="checkbox"/> Anticipated problems</p> <p><input type="checkbox"/> Didn't sacrifice quality</p> <p><input type="checkbox"/> Achieved satisfactory result</p> <p><input type="checkbox"/> Looks for the cause</p> <p><input type="checkbox"/> Understood why problem occurred</p>		<p><input type="checkbox"/> 0</p> <p><input type="checkbox"/> 1</p> <p><input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3</p>
<p>What do you do to stay motivated?</p>	<p><input type="checkbox"/> Takes feedback positively</p> <p><input type="checkbox"/> Keeps knowledge up to date</p> <p><input type="checkbox"/> Remains upbeat</p> <p><input type="checkbox"/> Raises issues with manager</p> <p><input type="checkbox"/> Leaves non work woes at home</p>		<p><input type="checkbox"/> 0</p> <p><input type="checkbox"/> 1</p> <p><input type="checkbox"/> 2</p> <p><input type="checkbox"/> 3</p>

- Ask the candidate if they have any questions.
- Thank them for their time.
- Tell them the interview is now over and go back through the interview with them giving constructive criticism and feedback.