

Activity 2 - Candidate evaluation

Interview Sheet
Candidate Name _____
<p>Summary of Interview Structure</p> <p>Introduction</p> <p>Explain interview structure – candidate can ask questions at the end</p> <p>Brief company background</p> <p>Company future</p> <p>Overview of the position</p> <p>Body</p> <p>Technical questions – from the resume</p> <p>Behavioural questions</p> <p>Conclusion</p> <p>Any questions</p> <p>Next step</p>
<p>Technical questions</p> <p>(Note below questions arising for each specific candidate – asked by manager and current assistant manager.)</p> <p><i>Rating on technical skills (1) poor – (5) Excellent</i></p>
<p>Competency; Customer service focus</p> <p><i>Tell me about a situation in which you exceeded the customer's expectation</i></p> <p>Situation</p> <p>Action Taken</p> <p>Result</p> <p><i>Backup question</i></p> <p><i>Tell me about a time when you had to deal with an unhappy customer.</i></p>

<p>Rating on technical skills (1) poor – (5) Excellent 1 2 3 4 5</p>
<p>Competency; Leadership</p> <p><i>Describe a personal leadership example that you are proud of.</i></p> <p>Situation</p> <p>Action taken</p> <p>Result</p> <p><i>Backup question</i></p> <p><i>Tell me about a time when it was difficult to get others/someone on board with an idea you had. What did you do to try to get the support?</i></p> <p>Rating on technical skills (1) poor – (5) Excellent 1 2 3 4 5</p>
<p>Competency; Planning and Organising</p> <p><i>On a day when you have many tasks to accomplish, how do you organise yourself to ensure that you achieve them?</i></p> <p>Situation</p> <p>Action taken</p> <p>Result</p> <p><i>Backup question</i></p> <p><i>Tell me about a time when you had conflicting deadlines that were equally important. How did you manage that situation?</i></p> <p>Rating on technical skills (1) poor – (5) Excellent 1 2 3 4 5</p>
<p>Competency; Teamwork</p> <p><i>Tell me about a time that you had to deal with a difficult colleague. How did you handle it?</i></p> <p>Situation</p> <p>Action taken</p> <p>Result</p> <p><i>Backup question</i></p> <p><i>What is the toughest team that you have had to work with? What made it tough?</i></p> <p>Rating on technical skills (1) poor – (5) Excellent 1 2 3 4 5</p>
<p>Any other comments?</p> <p>Overall rating;</p>