

## Vervoe Interview Guide

# Cleaner

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Health and Safety, Communication, Customer Service

Competency/Skill	Candidate with this will display	Low	Medium	High
Cleaner	<ul style="list-style-type: none"><li>• Extensive experience cleaning various sites</li><li>• Strong knowledge of chemicals, products, and surfaces</li><li>• Flexibility to work varying shifts, day and night</li><li>• Knowledge and adherence to periodical work</li><li>• Punctual and reliable, can work in a team towards a common goal</li></ul>			
<b>Questions</b>				
	What technical cleaning experience do you have? Tell me about the different sites you have worked on.			
	What 3 skills do you think are required to be a competent cleaner?			
	Describe a complex cleaning job you have executed. What was the situation and how did you manage this?			
	What kind of cleaning tools and techniques do you have experience working with?			
	What is your availability for day and night shifts?			

Comments

# Health and Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Health and Safety</b>	<ul style="list-style-type: none"><li>• Understands the importance of health and safety as a cleaner and strictly adheres to protocols</li><li>• Demonstrates willingness to report hazards or near misses</li><li>• Can clearly articulate knowledge and understanding of different chemicals and potential risks</li></ul>			
<b>Questions</b>				
	Have you had to deal with an emergency in any of your previous roles? If so, what was it and how did you respond?			
	What does health and safety mean to you in this role?			
	Whose responsibility is health and safety?			
	Describe a time where you have demonstrated good health and safety knowledge or procedures.			

## Comments

# Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Communication</b>	<ul style="list-style-type: none"><li>• Can clearly articulate procedural information</li><li>• Understands the importance of clear communication as a cleaner, especially with shift work</li><li>• Raises issues when they arise</li></ul>			
<b>Questions</b>				
	What would you do if you received unclear instructions from your supervisor for a job?			
	Describe a time where you have demonstrated strong communication skills within a team environment.			
	Tell me about a time where you have had to explain a technical cleaning problem to someone who didn't have the expertise.			

## Comments

# Customer Service

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Customer Service</b>	<ul style="list-style-type: none"><li>• Understands the role that customer service plays in their role</li><li>• Demonstrates a customer centric approach</li><li>• Exhibits a professional and friendly manner</li></ul>			
<b>Questions</b>				
	Why do you think customer service is important as a cleaner?			
	How would you manage a situation where you are required to clean while customers, clients or tenants are still around?			

Comments