

Vervoe Interview Guide

Supermarket Assistant

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

Communication, Customer Empathy, Cash Handling

Competency/Skill	Candidate with this will display	Low	Medium	High
Supermarket Assistant	<ul style="list-style-type: none">• Understands the challenges that supermarket assistants face today• Doesn't need previous experience but is customer-centric and willing to learn• Flexible with shift times			
Questions				
	What appeals to you about working as a supermarket assistant at our organization?			
	What challenges do you think you would face working as a supermarket assistant?			
	What skills do you think are important to perform well in this role?			

Comments

Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Communication	<ul style="list-style-type: none">• Clear verbal communication skills• Can effectively liaise with a range of customers and people from various backgrounds• Ability to build rapport in a friendly and professional manner			
Questions				
	Tell me about a time where your message or communication has NOT been understood. What was the situation and how did you rectify it?			
	How would you communicate with someone who didn't speak your language or was hard of hearing?			
	How would you talk to an angry or stressed customer?			

Comments

Customer Empathy

Competency/Skill	Candidate with this will display	Low	Medium	High
Customer Empathy	<ul style="list-style-type: none"> • Understands customers could be extremely stressed and potentially angry but responds in a calm and professional manner • Makes an effort to understand customer’s point of view and responds in a positive manner • Treats every customer with the same level of respect 			
Questions				
	How would you maintain empathy for a customer who is taking their anger out on you?			
	Describe a time where you received positive feedback from a customer or supervisor.			
	Describe a time where you turned around a customer’s experience from negative to positive.			

Comments

Cash Handling

Competency/Skill	Candidate with this will display	Low	Medium	High
Cash Handling	<ul style="list-style-type: none">• Basic maths ability• Trustworthy to handle POS and cash transactions			
Questions				
	What is your cash handling experience?			
	You receive a \$20 note for an order totalling \$5.42. How would you add up the change?			

Comments