

## Vervoe Interview Guide

# Cashier

HIGH

MEDIUM

LOW

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

Assessment Skills

Cashier, Communication, Customer Service.

| Competency/Skill | Candidate with this will display                                                                                                                                                                                                                                                             |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cashier          | <ul style="list-style-type: none"><li>• Understands the challenges that cashiers face today with maintaining hygienic distances and stressed customers</li><li>• Doesn't need previous experience but is customer-centric and willing to learn</li><li>• Flexible with shift times</li></ul> |
| Questions        |                                                                                                                                                                                                                                                                                              |
|                  | What appeals to you about working as a cashier?                                                                                                                                                                                                                                              |
|                  | What challenges do you think you would face working as a cashier? How will you overcome these?                                                                                                                                                                                               |
|                  | What area do you think you will need the most support in if you were to commence in this role?                                                                                                                                                                                               |
| Comments         |                                                                                                                                                                                                                                                                                              |
|                  |                                                                                                                                                                                                                                                                                              |

| <b>Competency/Skill</b> | <b>Candidate with this will display</b>                                                                                                                                                                                                                                                                                                   |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Communication           | <ul style="list-style-type: none"> <li>● Clear verbal communication skills</li> <li>● Can effectively liaise with a range of customers and people from various backgrounds</li> <li>● Can confidently engage with a culturally diverse customer base</li> <li>● Ability to build rapport in a friendly and professional manner</li> </ul> |
| <b>Questions</b>        |                                                                                                                                                                                                                                                                                                                                           |
|                         | 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?                                                                                                                                                                                                                                                                                      |
|                         | Describe a time where your message or communication was misunderstood. How did you rectify this situation?                                                                                                                                                                                                                                |
| <b>Comments</b>         |                                                                                                                                                                                                                                                                                                                                           |
|                         |                                                                                                                                                                                                                                                                                                                                           |

| Competency/Skill | Candidate with this will display                                                                                                                                                                                                                                                                                                     |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Customer Service | <ul style="list-style-type: none"> <li>● Prioritises customer service in every interaction</li> <li>● Makes an effort to understand customer's point of view and responds in a positive manner</li> <li>● Treats every customer with the same level of respect</li> <li>● Provides a happy, friendly service to customers</li> </ul> |
| <b>Questions</b> |                                                                                                                                                                                                                                                                                                                                      |
|                  | Describe a time where you received positive feedback from a customer or supervisor.                                                                                                                                                                                                                                                  |
|                  | How would you ensure you provided great customer service to every customer, even if they were disgruntled or angry?                                                                                                                                                                                                                  |
|                  | Describe a time where you turned around a customer's experience from negative to positive                                                                                                                                                                                                                                            |
| <b>Comments</b>  |                                                                                                                                                                                                                                                                                                                                      |
|                  |                                                                                                                                                                                                                                                                                                                                      |