

Wait Staff

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.

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| Assessment Score | HIGH MEDIUM LOW |
| Assessment Skills | Wait Staff, Verbal Communication, Enthusiasm, Customer Service. |

| Competency/Skill | Candidate with this will display |
|------------------|--|
| Wait Staff | <ul style="list-style-type: none"> • Comfortable being on their feet for long shifts • Enjoys working in fast paced environments • Abides by rules and regulations of hospitality industry and food safety • Goes above and beyond for all customers |
| Questions | |
| | What do you like the most about being a waiter/waitress? |
| | Describe a time where you have made a wine/drink suggestion to a customer. |
| | How do you ensure every customer has a positive dining experience? |
| Comments | |
| | |

| Competency/Skill | Candidate with this will display |
|----------------------|--|
| Verbal Communication | <ul style="list-style-type: none"> • Communicates in a clear and concise manner so customers from various backgrounds can understand clearly • Confident in speaking with large groups of people |
| Questions | |
| | Describe a time where you have been misunderstood because you have not communicated clearly. How did you rectify this? |
| | Imagine you're serving a large table of loud customers who cannot make up their mind about their orders. How would you manage this? |
| | How would your communication differ from when you're speaking with customers to internal staff (e.g. chef)? |
| Comments | |
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| Competency/Skill | Candidate with this will display |
|------------------|--|
| Enthusiasm | <ul style="list-style-type: none">• Is positive and engaging in all encounters with customers• Provides a fun and happy experience• Displays enthusiasm about the venue, menu and experience |
| Questions | |
| | Why do you think showing enthusiasm is important for this role? |
| | What would you do if a customer asked for your recommendation on a food item that you didn't like personally? |
| | How would you maintain positivity with your customers when you're not in a great mood yourself? |
| Comments | |
| | |

| Competency/Skill | Candidate with this will display |
|------------------|--|
| Customer Service | <ul style="list-style-type: none">• Provides a positive, memorable experience for all patrons to the venue• Understands that the service they provide will determine success of the business• Has a customer centric mentality |
| Questions | |
| | How would you provide a customer centric service with rude customers? |
| | What is the best customer service experience you have had? What made it so memorable? |
| | How would you provide memorable service to customers you serve? |
| Comments | |
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