

Workforce Volunteer Interview

Position Applied for:		Overall Rating	
Candidate's Name:		TMS ID	
Date & Time of Interview:		Photo ID	Y/N
Interview Representative:		Region	

There are five sections to this evaluation. Each answer is rated by the interviewer based on the response. This form is to be handed in at the end of the interview. If you require clarification on any questions please ask for assistance.

1) Operational Questions

Tournament dates are September 9 – October 23, 2011

Volunteers are asked to commit to a **minimum** number of volunteer days across the above period.

Are you able to work the required days for your region?

- 9 days Auckland
- 7 days Wellington / Christchurch
- 5 days All other Regions

Are you able to work in another region if required?

- Alternate region _____

Additional Availability

In addition to the above days do you have extended availability beyond the tournament dates & able to commit to more than the minimum days?

YES / NO

Please indicate between which dates you are available. (Approximate i.e. July – Nov 2011)

Start:

Finish:

Some roles require standing for 3 to 4 hours at a time. Are you able to stand for long periods of time?

YES / NO

Comments:

2) Values Match	
Why do you want to volunteer for RWC2011? What does it mean to you?	
3) Customer Service	
Can you give me an example of when you have delivered excellent customer service, or what you consider to be excellent customer service?	
4) Leadership	
<p>Would you be comfortable in a leadership role, possibly supervising other volunteers?</p> <p style="text-align: center;">YES / NO</p> <p><i>*If indicates NO, move onto the Functional area questions</i></p>	
<p>What is the largest number of people you have supervised? (please circle)</p> <p style="text-align: center;">None 1-5 10-15 30+</p>	
<p>While volunteering as a Team Leader you notice an unhappy spectator talking to a volunteer you are responsible for supervising. How would you approach this?</p> <p>A. Intercept and assess the situation B. Remain available for assistance if called by the volunteer C. Monitor from a distance, intercept if required and debrief with the volunteer</p>	
As a Team Leader, you notice a volunteer is uninterested in their assigned post. How would you approach this?	

5) Functional Area Questions	
<p>Which area of Workforce would you prefer to work in (please tick):</p> <p><input type="checkbox"/> Workforce Squad</p> <p><input type="checkbox"/> Spectator Services Squad</p>	
<p>Tell me about a time you worked as part of a team to reach a common goal?</p>	
<p>One of Workforce's responsibilities is to keep the workforce engaged, informed and connected to what's happening in all areas. How would you endeavour to do this?</p>	
<p>Do you have any experience in assisting visitors from other countries? If so, please provide details.</p>	
<p>Are you confident marshalling crowds and providing directions and information to spectators? Please provide an example of a time when you have had to marshal crowds or do something similar.</p>	

Thank you for taking the time to attend this interview

Office use only

Results	
Values Match	
Customer Service	
Leadership	
Functional Area Questions	
Sub Total	
Total Score (/ 12)	