

Transport Volunteer Interview

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

<p>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.</p>	
<p>1) Operational Questions</p>	
<p><u>Tournament dates are September 9 – October 23, 2011</u> Volunteers are asked to commit to a minimum number of volunteer days across the above period.</p> <p>Are you able to work the required days for your region?</p> <p><input type="checkbox"/> 9 days Auckland <input type="checkbox"/> 7 days Wellington / Christchurch <input type="checkbox"/> 5 days All other Regions</p> <p>Are you able to work in another region if required?</p> <p><input type="checkbox"/> Alternate region _____</p>	
<p>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?</p> <p style="text-align: center;">YES / NO</p> <p>Please indicate between which dates you are available. (Approximate i.e. July – Nov 2011) Start: Finish:</p>	
<p>Some roles require standing for 3 to 4 hours at a time. Are you able to stand for long periods of time?</p> <p style="text-align: center;">YES / NO</p> <p>Comments:</p>	

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 Transport role would you prefer to work in (please tick):</p> <p><input type="checkbox"/> Fleet Coordinator</p> <p><input type="checkbox"/> Fleet Operations Officer</p> <p><input type="checkbox"/> Fleet Communications Officer</p> <p><input type="checkbox"/> Coach Load Zone Officer</p> <p><input type="checkbox"/> T1 Driver – Dedicated car with driver service</p> <p><input type="checkbox"/> T2 Driver – Pool car with driver service</p> <p><input type="checkbox"/> T3 Driver – Pool car/van with driver service/fleet maintenance</p>	
<p>Regardless of your response above, would you be comfortable in a driving role?</p> <p style="text-align: center;">YES / NO</p> <p>If yes, please answer the following questions:</p> <p>Do you have a full Class 1 drivers licence, licence and can you confirm this licence will be valid August to November 2011?</p> <p style="text-align: center;">YES / NO</p> <p>In order to drive during the RWC, you must be over 25. Will you be over the age of 25 by August 2011?</p> <p style="text-align: center;">YES / NO</p> <p>Are you comfortable driving in inclement weather conditions?</p> <p style="text-align: center;">YES / NO</p> <p>Are you comfortable with night driving?</p> <p style="text-align: center;">YES / NO</p> <p>Are you comfortable with driving for long periods of time?</p> <p style="text-align: center;">YES / NO</p> <p>If you are selected for a role that requires driving, we may request your driving history. Are you happy for us to undertake this driving history check?</p> <p style="text-align: center;">YES / NO</p> <p>Are you willing to undertake protocol training if required for your role?</p> <p style="text-align: center;">YES / NO</p>	

<p>Do you have experience driving high profile/VIP clients? If so, please describe your experience:</p>	
<p>What experience do you have that can assist you with a role in the transport function? For example, any experience working with vehicles or in an office or administration role</p>	
<p>When you are looking for a solution to a problem, what are some of the key things you look for?</p>	
<p>Do you have any experience in dealing with visitors or clients from other countries or people with different backgrounds and ideas? If so, please provide details</p>	
<p>Can you describe a time that you had to deal with a difficult client/colleague or personality? How did you deal with the situation?</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)	