

Ticketing 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? <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		
The ticket recorder role is a very repetitive job but one that requires constant concentration. What interests you in apply for this role?		
How would you deal with someone who was visibly upset and who does not speak English?		
How would you handle a request from a customer that you know conflicts with RWC 2011 policy? How do you respond to him/her?		
To be eligible for this role you need be able to work every game day in your region. Can you commit to these dates?		
Venue	Number of Games	Dates
Hamilton	3	Fri Sept 16, Sun Sept 18, Sun Oct 2
Dunedin	3	Wed Sept 14, Sat Sept 24, Sun Oct 2
North Harbour	3	Sat Sept 10, Thurs Sept 22, Fri Sept 30
Rotorua	3	Sun Sept 25, Sat Sept 10, Wed Sept 14
New Plymouth	3	Sun Sept 11, Thurs Sept 15, Mon Sept 26
Invercargill	2	Sat Sept 10, Sat Sept 17
Whangarei	2	Wed Sept 14, Wed Sept 21
Palmerston Nth	2	Wed Sept 28, Sun Oct 2
Napier	2	Sun Sept 18, Tues Sept 27
Nelson	2	Tues Sept 20, Tues Sept 27

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)	