Volunteer Programme

Accreditation 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	
Would you be comfortable in a leadership role, possibly supervising other volunteers? **YES / NO** *If indicates NO, move onto the Functional area questions*	
What is the largest number of people you have supervised? (please circle) **None 1-5 10-15 30+**	
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? **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	
As a Team Leader, you notice a volunteer is uninterested in their assigned post. How would you approach this?	

5) Functional Area Questions	
How would you handle a request from a workforce member that you know conflicts with RWC 2011 policy? How do you respond to him/her?	
Do you have experience dealing with the public in high pressure situations? If so, please elaborate. What were your main challenges? How did you ensure a successful outcome?	
Do you have experience working with any data management systems or general office systems? Please elaborate on the challenges faced when working in data systems?	
How would you rate your level of proficiency with the following: (please circle answer) **General Computer/Technical skills** A) None B) Beginner C) Average D) Proficient **Microsoft Word** A) None B) Beginner C) Average D) Proficient **Uploading and formatting photos** A) None B) Beginner C) Average D) Proficient	

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)	