

## Interview Question Rating Scale:

### Ratings:

**3 = Very Strong**

**2 = Competent**

**1 = Not Strong**

### Explanation:

clearly meets standard  
**solid, well-rounded and believe would be highly effective**

meets standard  
**solid and steady in essential aspects but could be improved**

inconsistent standards  
**Not fully developed in some essential aspects; could be a weakness if critical for job success**

## Volunteer Suitability Rating Scale

### Summary Total (total based on 4 sectional questions)

Right  
Fit

**12-10**  
**9- 8**  
**7-6**  
**5-4**

**Very Strong candidate**  
**Competent candidate**  
**Could be utilised for short term roles / or in a specific role not too complex**  
**Not suitable**

## Rating Answers Made Easy (one overall rating for each section of questions 2/3/4/5)

Questions		1 Not Strong	2 Suitable Fit	3 Good Response and Fit
1 (A)	Operational Question	N/A	N/A	N/A
(B)	Operational Question	N/A	N/A	N/A
2	Values Match Question	Seeking tickets, merchandise etc.	Excited about the Tournament and wants to be involved	Excited about the tournament Wants to support the community as well as local/NZ rugby
3	Customer Service Question	No understanding Struggles to respond	Gives a good response based on experience	Solid answer, stating experiences and example of ability to resolve customer issues
4 (A)	Leadership Question	No Not interested	Yes Some exposures through work / sports	Yes Experience managing or leading people currently/previously
(B)	Leadership Question	N/A	N/A	N/A
(C)	Leadership Question	A	B	C
(D)	Leadership Question	Ignore the situation	Approaching the volunteer and chatting to them about the situation and trying to encourage them	Approaching the volunteer and talking to them about the situation and encourage them. Give feedback to the Workforce Manager

Questions	1 Not Strong	2 Suitable Fit	3 Good Response and Fit
<b>Accreditation</b>	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?		
	Making a change without seeking authorization Not listening to their request & not referring them to someone who can help	Listen to request Check policies but don't escalate	Advise customer you will refer to the manager as you are not in a position to make decisions that go against RWC policy Notify manager / seek an outcome
<b>Accreditation</b>	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?		
	lack of confidence in dealing with people signs of panic when dealing with high volumes	Does not explain a successful outcome	Description of situations involving dealing with the public face to face Dealt with pressure by being calm, efficient and authoritative
<b>Accreditation</b>	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?		
	No experience of data management or office systems	Some experience of data management or office systems	Examples of resolving problems & understands how to prevent them recurring Demonstrates logical thinking and follows protocols of a system to resolve issues
<b>Accreditation</b>	How would you rate your level of proficiency with the following:		
	None	Average	Proficient
<b>Catering</b>	Are you comfortable working in the Catering work area?		
	No		Yes
<b>Catering</b>	While this is not a prerequisite for the role, can you please tell us if you have any catering experience?		
	No		Yes
<b>Catering</b>	You approach a customer for feedback after they have purchased food from a catering stand. They agree to be surveyed but once you begin the questions they become quite annoyed and aggressive. What do you do?		

	Continue to question them Not recognise they are annoyed	Thank them for their time and walk away	Acknowledge that they have become agitated & ask if they would prefer not to continue on
<b>Catering</b>	This role requires you to check in and inspect all catering staff as they enter the venue for their shift. You notice a staff member who's appearance does not comply with the event star requirements. How would you approach this?		
	Ignore their appearance/ do nothing	Advise them they are not meet our standards but do not ask them to change it	Advise them they are not meet our standards Ask them to please rectify the situation & then check them in
<b>Ceremonies</b>	What role within the ceremonies team best suits your skills		
	N/A	N/A	N/A
<b>Ceremonies</b>	What interests you being involved with the ceremonies team?		
	Want to be on TV Want to be around the talent	Really enjoy pre-game entertainment & would like to learn more	Experience in production
<b>Ceremonies</b>	What experience do you have that will assist you in this role?		
	No experience	Experience in events	Experience in events & production
<b>Ceremonies</b>	Are you available for multiple training / practice sessions in the evenings and weeks leading up to tournament? Would you be flexible if a rehearsal needs to be rescheduled at the last minute?		
	Not available		High availability
<b>Ceremonies</b>	Do you have experience dealing with high pressure situations? If so, please elaborate. What were your main challenges? How did you ensure a successful outcome?		
	No experience	Remains calm & efficient under pressure	Experienced & can explain challenges and outcomes
<b>City Operations/ Tourist Information</b>	Which City Operations role would you prefer to work in?		
	N/A	N/A	N/A
<b>City Operations/ Tourist Information</b>	What interests you in being part of the City Operations team for RWC 2011?		
	Seeking tickets, merchandise etc.	Excited about the Tournament and wants to be involved	Support my community Ensure visitors have a great experience
<b>City Operations/</b>	What experience do you have that will assist you in the City Operations team?		

<b>Tourist Information</b>	Unsure of experience that could help them	Limited experience	Experience in events /Experience in tourism
<b>City Operations/ Tourist Information</b>	Are you confident in providing directions and information to spectators and visitors, including those from other countries? Please provide an example of a time when you have had to assist visitors/ spectators or been in a similar situation.		
	Not confident in providing directions or information	Happy to learn how to direct people	Clearly explains how they would assist in directing people. Gives examples
<b>City Operations/ Tourist Information</b>	If you receive a request from a team leader to do something outside of the scope of your role, what would you do?		
	Refuses to assist	Proceeds without clarity	Seeks clarity around the request & proceeds
<b>Match Services</b>	What interests you in a role with Match Management work area?		
	Want to be near the players		Background in Rugby/ logistics /events
<b>Match Services</b>	What skills do you have that will compliment the Match Management team?		
	Love the game		Managing people, Rugby logistics / events
<b>Match Services</b>	Have you ever been involved in an International Test match? Please explain in what capacity?		
	No	Played Rugby	International Rugby Event
<b>Match Services</b>	Tell me about a time you worked as part of a team to reach a common goal?		
	Never worked in a team	Worked in a team	Good exp of resolving problems by working with others
<b>Media Operations</b>	Do you have experience in the area of Media Operations		
	No		Yes
<b>Media Operations</b>	Can you explain the difference between Media Operations and Communications?		
	Cannot explain the difference between Media Operations & Communication	Talks about communications but not media operations	Media Operations relates to back-of-house logistics to ensure that the media can do their jobs. Communications relates to messaging and writing stories
<b>Media Operations</b>	You are working in the mixed zone as a media assistant and you notice someone in the zone who should not be in there. How would you approach this?		
	<ul style="list-style-type: none"> <li>Unsure of what the mixed zone is</li> <li>Ignores person/ leaves them in there</li> </ul>	<ul style="list-style-type: none"> <li>Advise person to leave</li> </ul>	<ul style="list-style-type: none"> <li>The mixed zone is an interview area for athletes/coaches and media only</li> <li>Advise them to leave &amp; escort them out.</li> </ul>

			<ul style="list-style-type: none"> <li>Escalates to supervisor if required</li> </ul>
<b>Media Operations</b>	Media work on tight deadlines and can sometimes be stressed and irritable. What would you do if a journalist on a deadline approached you angrily and complained that the internet was down?		
	<ul style="list-style-type: none"> <li>Do nothing about it</li> <li>Tell them to contact help desk</li> <li>Give technology advice</li> </ul>	<ul style="list-style-type: none"> <li>Find out what the problem is &amp; if anyone else is experiencing the same problem</li> <li>Contact IT support</li> </ul>	<ul style="list-style-type: none"> <li>We are looking for solutions-oriented people:</li> <li>Contact IT support</li> <li>Assure them that we will do everything possible to get them up and running ASAP.</li> <li>See if there is another location where the internet is still working that they can work from.</li> </ul>
<b>Sport Presentation</b>	What interests you in being involved with the sport presentation team?		
	Want to be on TV Want to be around the talent	Really enjoy pregame entertainment & would like to learn more	Experience in production
<b>Sport Presentation</b>	Presentation Assistants		
	Do you have any event experience? I.e. Sports, Arts, festivals etc. What sort of role did you perform? (working as a volunteer, or as an organizer)		
	No experience	Experience in events	Experience in events & production
<b>Sport Presentation</b>	Rugby Assistant		
	Are you/have you been a qualified rugby referee? At what level?		
	No rugby experience	Played rugby	Qualified rugby referee
<b>Sport Presentation</b>	Are you available for several training sessions in the evenings and days leading up to tournament?		
	Are you available for any rehearsals (usually held day before match)		
	Not available		High availability
<b>Ticketing</b>	The ticket recorder role is a very repetitive job but one that requires constant concentration. What interests you in apply for this role?		
	No		Yes
<b>Ticketing</b>	How would you deal with someone who was visibly upset and who does not speak English?		
	Ignore them		Try to communicate with them Seek someone who speaks their language

Ticketing	How would you handle a request from a customer that you know conflicts with RWC 2011 policy? How do you respond to him/her?		
	Making a change without seeking authorization Not listening to their request & not referring them to someone who can help	Listen to request Check policies but don't escalate	Advise customer you will refer to the manager as you are not in a position to make decisions that go against RWC policy Notify manager / seek an outcome
Ticketing	To be eligible for this role you need be able to work every game day in your region. Can you commit to these dates?		
	Cannot work the minimum days in their region		Can work the minimum days in their region
Transport	Which Transport role would you prefer to work in?		
	N/A	N/A	N/A
Transport	Regardless of your response above, would you be comfortable in a driving role?		
	No		Yes
Transport	Do you have experience driving high profile/VIP clients? If so, please describe your experience:		
	No	Driving experience but not with VIP's	Experience in providing a service to this clientele level Displays professionalism
Transport	What experience do you have that can assist you with a role in the transport function?		
	No experience	Experience in administration	Experience working with vehicles & gives examples
Transport	When you are looking for a solution to a problem, what are some of the key things you look for?		
	Make a quick decision	Ask for assistance	Identify numerous solutions, considering cost and risk implications of solving the problem or not solving the problem. Work as a team to come to the best solution
Transport	Do you have any experience in dealing with visitors or clients from other countries or people with different backgrounds and ideas? Please provide details		
	No experience	Hasn't work with people from other countries but can identify what might be the challenges	Developed answer with good examples
Transport	Can you describe a time that you had to deal with a difficult client/colleague or personality? How did you deal with the situation?		
	No experience	An example with no resolution	Developed answer with good exp including an outcome
VIP	Which VIP Programme role would you prefer to work in?		
	N/A	N/A	N/A
VIP	What is your understanding of who a VIP would be at RWC 2011?		

	No understanding	Names a few customer groups	Names multiply customer groups
VIP	How will you greet/react on meeting a global high profile personality who is well recognised and well known?		
	Star struck Ask for autograph	Tell them how in awe of them you are and then continue on with job	Remain professional & treat as a client
VIP	How would you handle a request from a VIP that you know conflicts with RWC 2011 policy or procedures? How do you respond to him/her?		
	Action the request without seeking authorization Not listening to their request & not referring them to someone who can help	Listen to request Check policies but don't escalate	Listen to request & advise VIP you will escalate to VIP Manager/Coordinator and get back to them asap Defer to VIP Manager/Coordinator for resolution
VIP	How do you take instruction and pressure and do you see yourself as flexible?		
	Does not like change or being directed	Works well under pressure when left alone	Enjoys working under pressure Collaborating with others to reach an outcome
VIP	Are you aware of the discretion/confidentiality required to work with VIP clients? Are you willing to undertake protocol training?		
	Not willing to undertake training	Aware that following protocol will be part of the role	Comfortable learning about RWC protocol Experienced working with confidential information
Workforce	Which area of Workforce would you prefer to work in?		
	N/A	N/A	N/A
Workforce	Tell me about a time you worked as part of a team to reach a common goal?		
	Never worked in a team	Worked in a team	Good exp of resolving problems by working with others
Workforce	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?		
	No idea	Speaks about communication	Use different communication methods that can be used to engage people
Workforce	Do you have any experience in assisting visitors from other countries? If so, please provide details.		
	No experience	Hasn't work with people from other countries but can identify what might be the challenges	Developed answer with good examples
Workforce	Are you confident marshalling crowds and providing directions and information to spectators? Please provide an example		
	Not confident in providing directions or information	Happy to learn how to direct people	Clearly explains how they'd direct people. Gives exp



# Volunteer Programme