

Name of Applicant

Job Role

Location

Date and Time

Review of Department Expectations:

Mission: "Our mission is to support students' and the university community's educational experience by consistently delivering authentic service and extraordinary food"

Authentic Service Philosophy: Requires everyone to "Be Here Now", "Be Prepared," "Be Consistent," "Be Appreciative," "Be Personable"

Dining Services Requires: Staff to arrive on time and ready for their scheduled shift,

commitment to customer service philosophy, and contribute to a positive work environment

Dining Services Provides: Job specific training and professional development opportunities, a structured and safe work environment, competitive wages, schedule flexibility, and one meal per shift worked.

Review Unit Expectations:

Days and Hours of Operations

Typical Shift Length

Typical responsibilities of the job role

Interview Questions:

1.

<p>Score for Experience</p>	<p>Expectations: Candidate has at least one relevant work experience through employment in Hospitality/Restaurant, Customer Service/Retail, or through an applicable volunteer experience. (may refer to candidate's application and resume if applicable)</p>	<p><input type="checkbox"/> Does Not Meet Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations</p>
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2.



Score for Interpersonal Skill Set	Expectations: Candidate demonstrates strong communication and listening skills. Provided an example where they exhibited or defined a strong work ethic. And/or provided an example of when they demonstrated accountability for his or her actions.	<input type="checkbox"/> Does Not Meet Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
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3.

4.

Score for Authentic Service/Hospitality One score for both questions 3 and 4.	Expectations: Candidate can recognize good vs. poor authentic service and/or provide an example of a time that they provided great authentic service Authentic service: requires staff to "Be Here Now", "Be Prepared," "Be Consistent," "Be Appreciative," "Be Personable"	<input type="checkbox"/> Does Not Meet Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
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5.



Score for Productivity/ Time Management Skill Set	Expectations: Candidate can provide at least one example when they successfully managed their time and met the expectations and deadlines of multiple commitments.	<input type="checkbox"/> Does Not Meet Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
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6.

Score for Teamwork Skill Set	Expectations: Candidate has the ability to work with others and contribute to the success of a group accomplishment.	<input type="checkbox"/> Does Not Meet Expectations <input type="checkbox"/> Meets Expectations <input type="checkbox"/> Exceeds Expectations
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7.

Additional:

- Student has a minimum of 1 full year (12 months) experience working in food service: YES NO
- Student would like to work hours week.
- Weekly commitments outside classes?

DAY	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Time NOT available							

Additional Expectations:

Punctuality	Candidate is early or on time to interview	<input type="checkbox"/> Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
Schedule Availability	Availability meets the current needs of the operation	<input type="checkbox"/> Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
Shows Engagement	Candidate creates a connection and demonstrates attentive listening. Fully participates in a conversation.	<input type="checkbox"/> Meets Expectations <input type="checkbox"/> Does Not Meet Expectations
Shows Enthusiasm	Candidate demonstrates enjoyment and interest while engaging in conversation.	<input type="checkbox"/> Meets Expectations <input type="checkbox"/> Does Not Meet Expectations

Applicant Score:

- Select “Yes” if candidate met OR exceeded expectations.
- Select “No” if candidate did not meet expectations.

Experience	<input type="checkbox"/> Yes <input type="checkbox"/> No	Punctuality	<input type="checkbox"/> Yes <input type="checkbox"/> No
Interpersonal	<input type="checkbox"/> Yes <input type="checkbox"/> No	Schedule Availability	<input type="checkbox"/> Yes <input type="checkbox"/> No
Authentic Service/Hospitality	<input type="checkbox"/> Yes <input type="checkbox"/> No	Engagement	<input type="checkbox"/> Yes <input type="checkbox"/> No
Productivity/Time Management	<input type="checkbox"/> Yes <input type="checkbox"/> No	Enthusiasm	<input type="checkbox"/> Yes <input type="checkbox"/> No
Teamwork	<input type="checkbox"/> Yes <input type="checkbox"/> No	Total Yeses	

(Scoring rubric: minimum of 7 out of 9 “yeses” = acceptable hire)

Hired: Yes No Comments: