



**Developing and Managing Individuals and Teams**

**Module code- LCLM5002**

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**Component 1**

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## Introduction



A good understanding of the recruitment process will be discussed through Hoxton Limited's linen porter job role description and person specification.

A comparison between face-to-face and online interviews for the mentioned job role will also be shown here.

The presentation will discuss the good understanding of students as HR assistants. Hoxton Limited will be chosen as the specific company. For the linen porter job role of the company, a special job analysis, description, and person specification will be discussed. Three different types of interview techniques, along with questioning techniques, will also be analysed here. Comparison will be made between face-to-face and online interviews for the mentioned job role through this assignment.

#### A brief introduction of Hoxton Limited



Hoxton Limited is a London-based hotel chain company incorporated in 2006.

They are popular for reflecting their neighbourhood vibe in providing their customer with an in-house experience.

Hoxton Limited is an open-house hotel in London, which is inspired by diversity as well as originality for the street scenes surrounding it (The Hoxton, 2025a). The hotel was built in 2006 in London's east End when its owner gave shape to a car parking place as their first hotel. Thoughtful design with amazing staff behaviour is the hotel's honest USP. Their in-house design process is there to work closely with the local artist by adding flair to each property. Cultural partnership is its great advantage. Through the uniform, the team give a reflection of their authentic neighbourhood with the supporting communities nearby. An open-minded culture thrives through the company's working flow. Since its start in 2006, Hoxton Limited has opened its branches in several places over the years. In 2015 and 2017, they opened their branch in Amsterdam and Paris with all their special features and grandeur. In 2019, they opened their outlet in Chicago and LA (Thehoxton, 2025b).

Recruitment process, including Job analysis, Job description and Person specification

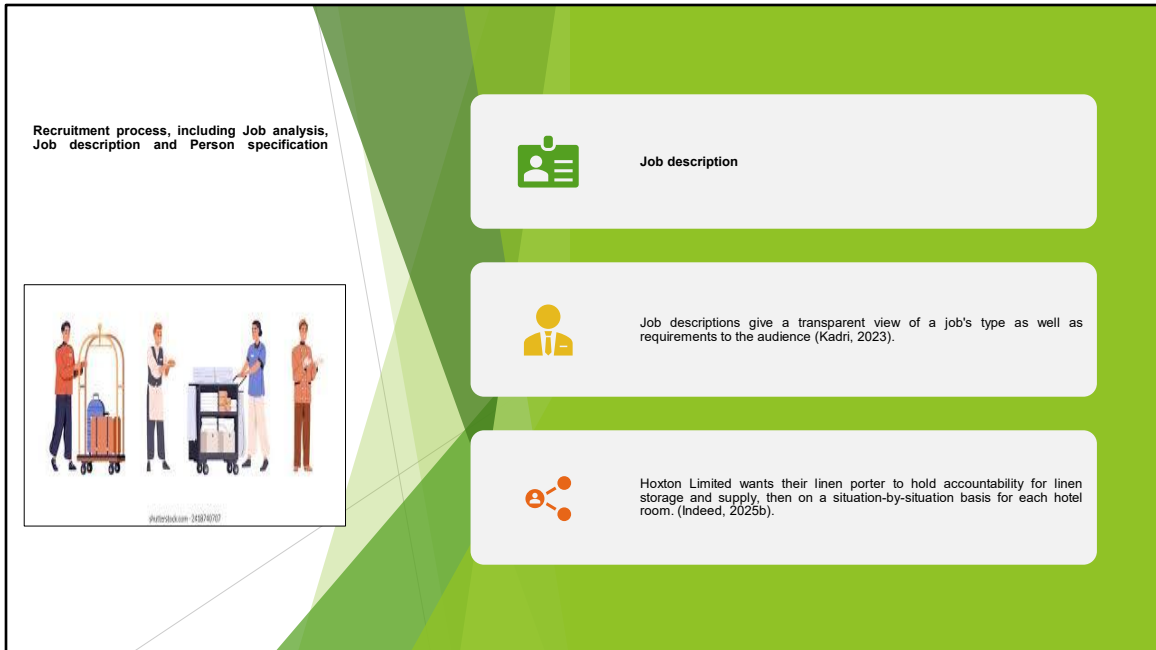


#### Job analysis

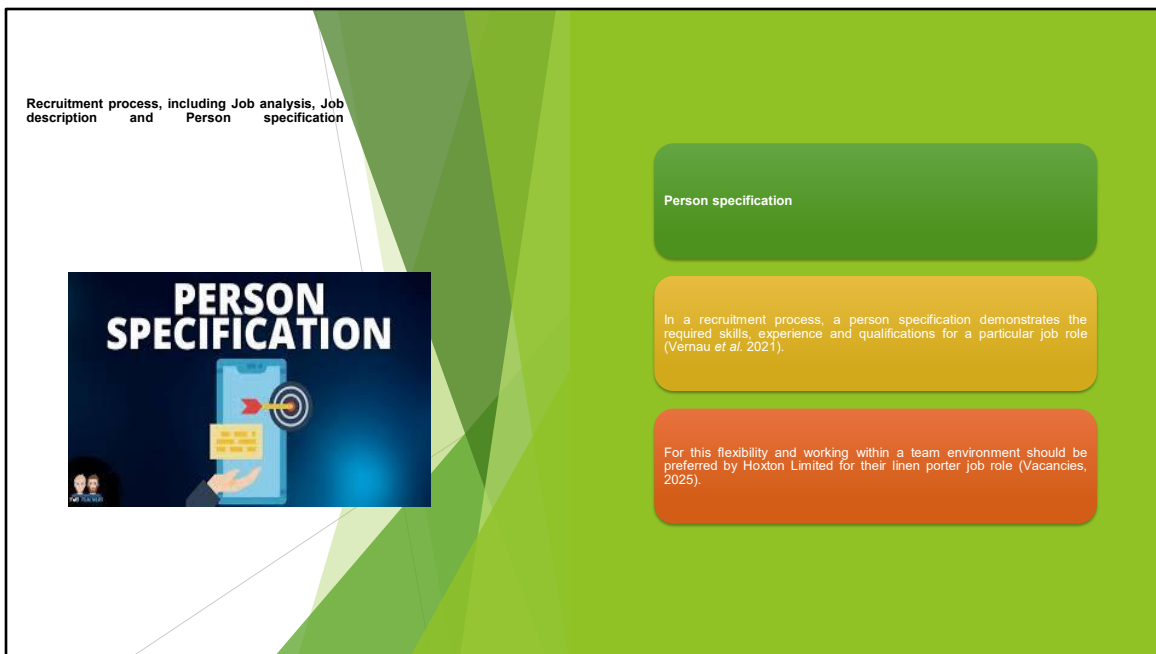
In the recruitment process for a particular job, Job analysis gives a systematic empirical procedure to collect and analyse the information about the job (Gazit *et al.* 2023).

Hoxton Limited's linen porter job analysis provides beforehand knowledge about the responsibilities and efficient linen service of the hotel (LinkedIn, 2025).

Studies have revealed that job analysis helped the candidate to identify their relevant competencies for a role selection (Gazit *et al.* 2023). So, the identified characteristics of job analysis can maximise the required competencies, which enable them to understand the general specification of skills and attributes. Hoxton Limited is looking for a linen porter job candidate to keep their bed crisp. Their job will be to report to the housekeeper and to take responsibility for providing efficient linen service to them. For this job candidate, they will be able to fulfil their dream to be associated with good values. Hoxton Limited always provide a place for the locals where they can immerse themselves. Through this Linen Poorter job analysis, they have welcomed themselves in the neighbourhood with vibrant and welcoming public spaces (LinkedIn, 2025).



Several important studies have shown that role-wise job description mapping is useful for the effective recruitment and selection process of candidates. Within the recruitment process, a fundamental job description gives a clear understanding of the job's type and requirements. In contrast to the traditional way of giving a job description, the modern way is more focused on role-wise responsibilities to apply for a particular job role (Kadri, 2023). The Linen Porter 's job role in Hoxton Limited company has to bear certain responsibilities to give the audience basic standards of the hotel. They have to make sure the inventory management of linen and terry is on a daily basis. In the guest room, they will always be required to make a separate stock of new linen by checking the quality audit standards for them. Besides, in this description of the job, Hoxton Limited will hire candidates who have a positive and friendly attitude towards the company (Indeed, 2025b).



For the new employee recruitment in the job field, a specific job role advertisement is given by the company on the advertising site. Person specification means the detailed as well as essential skills for a candidate for a particular job role. Employers do person specification in the recruitment process in sorting the key skills required for those job descriptions (Vernau *et al.* 2021). Hoxton Limited need flexible personnel for their linen porter job role. A Person's ability to communicate with team members effectively will be prioritised for the company. Hoxton Limited will give preference to the candidate who has previous experience working within a team environment (Vacancies, 2025).

Exploration of 3 different types of interviews for selecting a team member



#### Unstructured interview

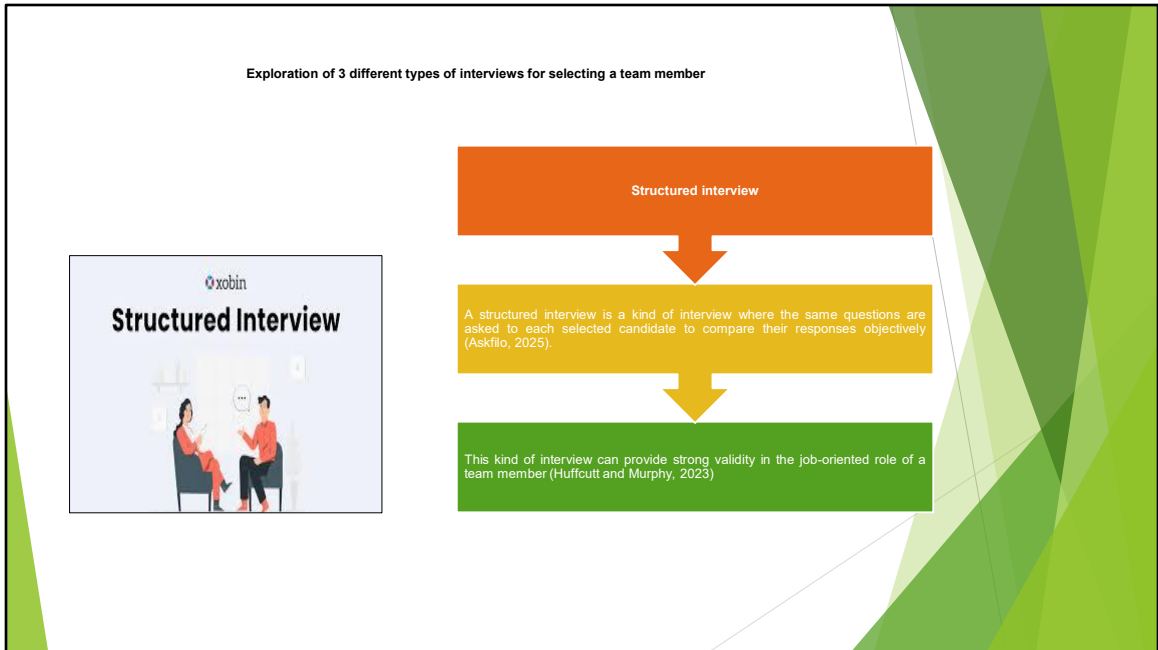


Unstructured interviews are considered a spontaneous conversation-making environment for candidates (Qamar, 2023).



To recruit a team member, this type of interview can let the candidate feel at ease.

There are different types of interviews which can be relevant for team members when recruiting for a particular job position takes place. An unstructured interview is one of them. In a business transformation project, unstructured interview questions are not prepared in advance. Here, candidates give answers to the question like in interview exchanges. They are often asked to tell about their different experience level to check their compatibility at work. Interviewers closely look at the candidate's CV and then make a personalised approach to them through this kind of interview. This type of interview is considered a conversational interview where the interviewer continues spontaneous interaction with the candidate rather than asking them predetermined questions (Qamar, 2023).



Structured interview is another kind of interview which holds the highest variability in the validity (Huffcutt and Murphy, 2023). In this type of interview, the same questions are asked to all the candidates during the recruitment process. In this interview, one candidate can leak out the questions to the other candidate after coming from the interview room. This kind of interview is more of a tick-box kind of interview, where it is sometimes difficult to develop a candidate's actual compatibility. In this kind of interview, the interviewer predominantly sets the questions and then puts them in an interview schedule before starting the interview. Wordings of structured interview questions are mostly asked in a formal manner where the recruiting team, as question developers, pay close attention to comparing the responses of each candidate objectively.

Exploration of 3 different types of interviews for selecting a team member



#### Behavioural interview



A behavioural interview can be well-suited for a Linen porter's job post in Hoxton Limited.



Candidates' compatibility to deal with adverse situations is highlighted through this interview (Vawizard, 2025).

When a new team member is hired in a company, through a specific recruitment process, different types of interview techniques are applied to them to make the final selection for the workforce. Behavioural interviews can assess the performance in specific situations where candidate get the facility to analyse their past job experience pattern. They can predict how they can handle future situations to deal with challenging situations. The STAR method is often recognised as a structured manner to respond to the behavioural interview question. Here, the interviewer often asked questions to highlight the candidate's strength to face adversity (Vawizard, 2025).

Justification of some appropriate questioning techniques like probing, leading, and Socratic



### HOW TO ASK PROBING QUESTIONS

#### Probing

Probing questioning techniques give access to the verbal prompts to get the interviewee's view about the question (Robinson, 2023).

This technique promotes critical thinking for exploring new thoughts about a particular subject (Indeed, 2025).

The probing question technique is used to understand new information through asking the right questions. Both the interviewer's and interviewee's knowledge and understanding are associated with this kind of question; these kinds of questions are fundamentally different from clarifying questions. When people are engaged in deep thought about specific knowledge, they expect this kind of subjective question, which has the intention to promote critical thinking. This is often marked with an extra level of detail where verbal prompts are necessary for explaining the prior answer to the interview question (Robinson, 2023).



#### Leading



This type of questioning technique intentionally reflects a biased way to impact participants' opinions (Webb, 2017).



Leading questions should not be asked by Hoxton Limited's recruitment team to get the kind of answer they want.

It's a type of interrogation technique where the factors are associated with witness suggestibility. These types of questions have the secret intention to impact participants' answers in a certain way (Webb, 2017). So, they often express some sort of bias about how the questions are presented or can be asked. Leading questions tend to harm respondents' opinions, as they can block the natural flow of statements. Sometimes, unintentionally poorly designed leading question techniques form a more subjective view of the participants than getting the actual way from them. In some cases, candidates' views can be negatively impacted by these questioning techniques (Erčulj, 2025).

Justification of some appropriate questioning techniques like probing, leading, and Socratic



Socratic



Socratic questioning is a technique which gives a philosophical view of critical thinking (Paul and Elder, 2019).



Hoxton Limited's recruitment team can go for it to develop a new set of critical thinking skills related to their job.

Socratic questioning is a kind of questioning technique which is based on critical thinking. Greek philosopher Socrates set the agenda for critical thinking. According to him, no idea can be taught directly (Muhammad and Niazi, 2022). So Socratic questioning is a technique which produce intelligent thought by giving a philosophical view of critical thinking skills. The Socratic questioning technique is there for questioning their underlying belief and assumptions to solve the problem of adversity. Hoxton Limited can ask their linen porter job role candidate this type of question to get a clear idea about their critical thinking related to the job.

Comparison and contrast between a face-to-face interview and an Online Interview for the mentioned candidate of Hoxton Limited



In a face-to-face interview for a linen porter's job role, the candidate of Hoxton Limited has to set a higher transcript cost than an online interview (Lobe *et al.* 2022).

However, in online interviews, different technical issues can arise, which will become less problematic in face-to-face interviews (Lobe *et al.* 2022).

Interviews can be organised both in a face-to-face and online mode. However, in a face-to-face interview, logistical and budgetary issues can be less for candidates than in online modes. In an online interview, participants need an appropriate device as well as software and the arrangement of which can be problematic for the candidate. Hoxton Limited's linen porter job role candidate may not be tech-savvy enough to use video-based technology in an online interview, which can form a technology issue for them. However, Hoxton Limited's recruitment team need to set a fixed budget for interviewing their linen porter job role candidate. On the other hand, online interviews can add low cost in interview transcript making compared to them (Lobe *et al.* 2022).

## Conclusion



The presentation has discussed different types of interview techniques and questioning techniques.

Hoxton Limited's linen porter's job role analysis, discussion and personification have presented through it.

Through this presentation, a London-based hotel company, Hoxton Limited, is chosen. The recruitment process for their linen porter's role has discussed through a job analysis description as well as a person specification. Different types of interview techniques and questioning techniques are also described here.

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