

SELECTION SHORTLISTING MATRIX

Candidate Name:

Job Title: Catering Team Member

ATTRIBUTES	ESSENTIAL	DESIRABLE	TOTAL
Qualifications	- Willingness to complete Food Hygiene and Allergen training.	- Level 2 Food Hygiene. - Allergens and Intolerance training. - A* - C GSCE for Maths and English. - Customer Service training.	2
Experience	- Ability to work under pressure in a customer facing role. - Ability to work in a team environment as well as lone work.	- 1 year experience in a similar field. - Experience in a fast-paced environment.	3
Knowledge	- Ability to learn new processes and systems. - Able to follow instructions. - Understanding of Health and Safety.	- Knowledge of food and drink preparation and service. - Understands nutritional and dietary requirements.	2
Skills	- Ability to work in a fast-paced environment. - Good communication skills. - Ability to keep hygiene to a high standard.	- Ability to prioritise own workload in accordance with importance of completion. - Able to work with minimal supervision and use own initiative to complete tasks. -	2
Personal qualities	- Ability to remain calm during a busy environment. - Able to maintain positive working relationships. - Takes accountability.	- Confident to raise any issues or concerns. - Has an eye for detail and works to a high standard. - Confident talking to new people.	2

Additional Requirements	- Basic numeracy and literacy skills. - Right to Work in the UK.	- Positive attitude and with personable skills.	2
TOTAL SCORE			14
Interview - Y/N			Y

Scoring:

- 0- Does not meet criteria
- 1- Partly meets
- 2- Fully meets
- 3- Exceeds

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Additional Requirements	- Basic numeracy and literacy skills. - Right to Work in the UK.	- Positive attitude and with personable skills.	3

TOTAL SCORE	14
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Knowledge	- Ability to learn new processes and systems. - Able to follow instructions. - Understanding of Health and Safety.	- Knowledge of food and drink preparation and service. - Understands nutritional and dietary requirements.	1
Skills	- Ability to work in a fast-paced environment. - Good communication skills. - Ability to keep hygiene to a high standard.	- Ability to prioritise own workload in accordance with importance of completion. - Able to work with minimal supervision and use own initiative to complete tasks. -	1
Personal qualities	- Ability to remain calm during a busy environment. - Able to maintain positive working relationships. - Takes accountability.	- Confident to raise any issues or concerns. - Has an eye for detail and works to a high standard. - Confident talking to new people.	0
Additional Requirements	- Basic numeracy and literacy skills. - Right to Work in the UK.	- Positive attitude and with personable skills.	1
TOTAL SCORE			3
Interview - Y/N			N

Scoring:

- 0- Does not meet criteria
- 1- Partly meets
- 2- Fully meets
- 3- Exceeds

Interview Questions – Task 2.

Food and Beverage Assistant Interview Notes

Interviewee answers = **red**

Name:	Applicant 2	Date:	04/06/2025
Interviewers:	Eva and Menna	Role Applied For:	Food and Beverage Assistant

Background Questions:

1. Tell us about a little bit about you, your hobbies, interests and your previous work experience.
 - Seeing friends, exercising – circuit training, watching football.
 - Worked in a small restaurant for a few years, unsure of notice period.
2. What do you know about our Company, and what has attracted you to work in a customer facing role in the hospitality sector?
 - We have many locations – not much research done
 - Enjoy with dealing customers, and enjoys a fast-paced environment
3. What do you have to offer our company? Please tell us some of your strengths.
 - Good with people, enjoys making customers happy

How about a weakness?

- Why is that a weakness?
- How would you improve on this?
- May get frustrated with staff who aren't doing as much as they should be.
- All tasks should be equally split, and sometimes people don't pull their weight.
- Tries to point out to colleagues' jobs they could be doing.

Understanding the Role:

4. Do you have any Food Hygiene Qualifications or work experience in a similar field? If you do not have you Food Hygiene Level 2 Qualification, are you prepared to work towards this?

- Hygiene certificate – yes, unsure of which level
 - Learns best on the job – may need some help completing the course
5. What do you believe the role of Food and Beverage assistant entails?
- Ensuring customers' needs are met
 - Clearing tables, serving food, taking payment
6. What qualities are most important for a food and beverage assistant?
- Being organised
 - Having a friendly and bubbly nature
 - Attention to detail – ensure customers have the best dining experience

Quality:

7. How do you prioritize tasks when it is busy? What factors would you take into consideration?
- Splitting tasks with co-workers
 - Keeping customers informed about waiting times / delays
8. Tell us about an error you made, and how you overcame this?
- System error on the booking process
 - Apologised on behalf of the situation
 - Gave customers a free drink while they waited for a table to become available.
9. What steps would you take to ensure all customers have a positive dining experience?
- Smiling, good communication, friendly
 - Keeping customers updates – wait times, delays etc
10. How would you handle dealing with a difficult customer or situation? Do you have an example?
- Complaints from customers due to food not available
 - Stock issues, apologetic did the best she could
11. A customer complains about slow service or doesn't like their food; how would you deal with complaints from customers?
- Taking feedback on board if complaints
 - Slow service = keeping the customers updated about timing around their service
 - Check with manager if we can offer discount/free drinks.

Teamwork Questions:

12. Can you tell us about a time when you've had to work as part of a team to solve a problem or a stressful situation.

- No specific example given
- When it's busy – share sections with other
- Try and help other team members

13. What factors ensure successful teamwork?

- Listen to each other – be understanding
- Help each other out with service

14. What would you do if you serving a table, and seen another staff member was having a difficult time with a customer or task, how would you deal with this?

- Would either excuse own table, if the matter was serious if not, finish serving their table and then help with the colleague's table
- Offer help and support, maybe bring in a manager

Lone Working Question:

15. Can you tell us about a time when you've been working alone and had to solve a problem or stressful situation?

- No specific example – colleagues called in sick
- Letting customers know they are short staffed – know what to expect with the service.

Additional Questions:

16. Do you have any questions for us?

- What's the rota like?
- Hours per week?

Interview Checklist:

When would you be available to start?	Unsure of notice period
What is your availability? Are there any days or times of the day you are unavailable to work?	Any except Sundays
Do you have any prebooked holidays?	n/a
Will these be your only job?	Yes

Does the applicant have their right to work document available to be scanned?	Yes - passport
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RECRUITMENT & SELECTION

Interview Scoring and Decision Sheet

Interviewee:	Rhiannon Ankrah
Date:	05/06/2025
Vacancy:	Food and Beverage Assistant
Interviewers:	Menna and Eva

Interview Scoring Matrix Answer Criteria

Scoring Criteria

3: Excellent response – an excellent response that exceeds expectations.

2: Good response: the response met the requirements of the question.

1: Poor response: the response was poor.

0: Very poor response – failed to answer the question appropriately and does not demonstrate any fulfilment of the requirements.

<u>Welcome and Introduction</u>	<u>Related Question(s)</u>	<u>Interviewer Comments</u>	<u>Score</u>
Timekeeping	Did the candidate arrive on time for the interview	Yes	N/A
Presentation	- Did the candidate present themselves in a professional manner - Is the candidate a right fit for the organisation	Yes	N/A
Personal	- Did the candidate display Inter luxe Group values - Candidate was fairly confident / talkative	Yes	N/A
<u>Person Specific Criteria</u>	<u>Related Questions</u>	<u>Interviewer Comments</u>	<u>Score</u>
Fit for company	1 – Hobbies / interests and previous work experience - Likes to do a variety of things - Has experience in a related field.	3	/3
Values	2 – Knowledge of Inter Luxe Group & reason for seeking employment	2	/3

	• Can specify two pieces of information about the organisation • Passionate about the industry/job		
Strengths and weaknesses	3 - Strengths and weaknesses • Strengths include being helpful, positive, motivated, working in a team • Weaknesses don't include things such as can't work in a team, late, unreliable etc	2	/3
Understanding of the role	4 – Qualification and Experience • Has Level 2 food hygiene • Willing to work towards continued development • Has experience in similar role.	3	/3
	5 – Understanding of the role • Has a good understanding of the role and associated responsibilities • Can identify some of the roles and responsibilities of a Food and Beverage Assistant	3	/3
	6 – Qualities of a Food and Beverage Assistant • Can identify several qualities • Answers include ability to work under pressure, confident, friendly, can use own initiative.	2	/3
Quality	7 – Prioritising Tasks • Customer satisfaction • Prioritising what tasks are urgent	3	/3

	• Ensuring good quality service • Task list and identify time limits.		
	8 – How to deal with an error • Take accountability • Give relevant example • Were customers satisfied with outcome?	1	/3
	9 - Ensuring all customers have a positive dining experience • Good customer service • Attentive • Good communication	3	/3
	10 - Handling a difficult customer or situation • Stay calm • Get assistance from others • Keep everyone safe • Follow policy	1	/3
	11 – Customer Complaints • Find route of complaint and try to resolve • Discuss with manager • Follow company policy	2	/3
Team Work	12 – Contributing to successful team working: • Relevant example • Their contribution to the task	2	/3

	13 – Important factors in Team Work: • Communication (listening, speaking, body language) • Having a clear goal • Taking others’ opinions on board	3	/3
	14 – Supporting another employee • Ability to manage priority • Support other employee • Get help from others if unable to help themselves.	3	/3
Lone Working	15 – Example of successful lone working • Relevant example • Their contribution to the task • The result • Learning points	2	/3
Total Score:	35/45		

Interviewer Name	Decision (Offer / Reject)	Reason for selection/non selection
Menna	Offer	The applicant had a good knowledge of the role and responsibilities of the role but appeared to lack confidence at times. The applicant understood the fundamental values required for successful teamwork and positive customer experience. The applicant appeared negative at times, especially towards co-workers. The

		importance of a positive work culture would need explaining. The applicant required prompting at times but overall had a good understanding, knowledge and qualifications while putting the customer first.
Eva	Offer	The applicant has qualifications which are relevant to the job role and has experience in the industry. The applicant appears to be able to work in a team and alone. The applicant can be negative sometimes which may need to be worked on.
Final Outcome		
Offer – Overall, the applicant appears to have a good knowledge of the role and understands the associated responsibilities. The applicant gave some relevant examples but struggled to give examples for some answers. The applicant appears to understand the values of a food and beverage assistant and the requirements for successful teamwork but will need to be taught the company values and the importance of a positive outlook to support a positive work environment for themselves and other staff.		