

Vervoe Interview Guide

Retail Stocker

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Customer Service, Communication, Attention-to-detail, Health and Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
Stocker	<ul style="list-style-type: none">No previous experience necessaryUnderstands the importance of customer service and attention to detailMust be physically fit and able to lift boxes and stock shelves for full-day shifts.Ability to stand all day and lift heavy merchandise			
Questions				
	Are you confident that you are physically able to work 8+ hour shifts on your feet lifting heavy stock and merchandise?			
	What was the most physically demanding job you have done? How did you manage?			
	How do you see this role fitting into the overall business?			
	What value do you think you will bring to the team?			
	What is your availability for day and night shifts?			

Comments

Customer Service

Competency/Skill	Candidate with this will display	Low	Medium	High
Customer Service	<ul style="list-style-type: none">Although this is not explicitly a customer-facing role, need to demonstrate a high level of customer service when interacting with customers and internal stakeholders			
Questions				
	Why do you think customer service is important in this role?			
	How will you build relationships with internal stakeholders in this role?			

Comments

Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
Communication	<ul style="list-style-type: none">• Collaborates and communicates with store managers when stock is running low or items are missing• Ability to clearly follow instructions• Works well with team members			
Questions				
	What challenges do you think you will encounter in this role? How will you overcome them?			
	Tell me about a time where your message was misinterpreted. Do you know why? What did you learn?			

Comments

Attention-to-detail

Competency/Skill	Candidate with this will display	Low	Medium	High
Attention-to-detail	<ul style="list-style-type: none">• Can easily translate floor and merchandise plans to stocking shelves• Ensures stock numbers are correct in matching products on orders• Accurately checks products align with deliveries and purchase orders			
Questions				
	How do you ensure you have consistent attention to detail in your work?			
	Tell me about a time you discovered that you made a mistake in your work. How did you discover this and what did you do to fix it?			
	What would you do if you found that the level of stock didn't match up what was on the order form?			

Comments

Health and Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
Health and Safety	<ul style="list-style-type: none">• Understands the importance of health and safety as a stocker and strictly adheres to protocols• Demonstrates willingness to report hazards or near misses• Can clearly articulate knowledge and understanding of safe work and lifting procedures			
Questions				
	Have you had to deal with an emergency in any of your previous roles? If so, what was it and how did you respond?			
	What does health and safety mean to you in this role?			
	Whose responsibility is health and safety?			
	Describe a time where you have demonstrated good health and safety knowledge or procedures.			

Comments