

## Vervoe Interview Guide

# Warehouse Manager

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

Warehouse Manager, Process Improvement, Leadership, Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Warehouse Manager</b>	<ul style="list-style-type: none"><li>• Demonstrated experience managing warehouse, receiving and dispatching a variety of goods</li><li>• Ensures productivity and KPIs are effectively met</li><li>• Procedure-focused</li><li>• Mechanically minded and strong IT and systems experience</li></ul>			
<b>Questions</b>				
	What materials or products have you worked with in warehousing?			
	What is your level of technical understanding of the machinery we use in our warehouse?			
	What skills do you think are important for a Warehouse Manager to have?			

Comments

# Process Improvement

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Process Improvement</b>	<ul style="list-style-type: none"><li>• Identifies areas of improvement for efficiency and implements new processes</li><li>• Identifies cost-saving opportunities</li></ul>			
<b>Questions</b>				
	Tell me about a time where you identified an opportunity to improve a process or procedure in your company and how you implemented this.			
	Describe a time where one of your employees has identified a new way of doing things. How did you respond?			
	Have you ever recommended a new process that ended up saving the business in costs?			

Comments

# Leadership/Management

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Leadership / Management</b>	<ul style="list-style-type: none"> <li>• Demonstrated experience in managing warehouses and large teams</li> <li>• Manages staff conflict with professionalism and fairness</li> <li>• Experience in performance management, staff rostering and coordination of tasks</li> </ul>			
<b>Questions</b>				
	What is your management or leadership style? Describe a time you have demonstrated this.			
	How would your previous employees describe you?			
	Tell me about a time where you have had to manage staff conflict.			
	Have you ever had to performance manage staff? What was the situation and what measures did you take? How do you deliver this feedback?			

Comments

# Communication

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Communication</b>	<ul style="list-style-type: none"><li>• Can articulate technical processes to new staff and senior management</li><li>• Sets clear expectations with employees</li><li>• Can communicate through multiple mediums to ensure the message is heard (verbal, written etc.)</li></ul>			
<b>Questions</b>				
	Describe a time you had to make an unpopular decision and how you communicated this.			
	How would you communicate the same message to employees that had varying levels of understanding of a situation? Describe a time you have done this.			

## Comments