

Hospitality Aide

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	Communication, Personal Care, Customer Service, Empathy.

Competency/Skill	Candidate with this will display
Hospitality Aide	<ul style="list-style-type: none"> • Comfortable assisting patients in their daily personal tasks • Experience checking vital signs of patients and administering medication • Passionate about providing care to patients in their daily lives and maintaining engagement • 'No task is too small or big' attitude
Questions	
	What motivated you to become a Hospitality Aide?
	Tell me about your most rewarding experience as a hospitality aide
	What has been the biggest learning for you so far in your career?
Comments	

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none"> • Can communicate with people from all walks of life in a professional, friendly manner • Clearly articulates instructions in a concise manner • Builds relationships with patients through honest and vital communication
Questions	
	Tell me about a time where you have had miscommunication with a patient or their family. How did you rectify this?
	How do you go about building relationships with patients who are hard to communicate with (deaf, Alzheimer's etc.)?
	How do you like to communicate with your patient's families?
Comments	

--

Competency/Skill	Candidate with this will display
Personal Care	<ul style="list-style-type: none">• Comfortable providing personal duties for patients including washing, cooking, cleaning, dressing, checking vital signs and administering medication• Documents all activities and behaviours
Questions	
	Do you think it's important to document a patient's behaviour and activities? Why/why not?
	Is there anything you wouldn't do for a patient as their hospitality aide?
	When would you check a patient's vital signs?
Comments	

Competency/Skill	Candidate with this will display
Customer Service / Empathy	<ul style="list-style-type: none">• Clearly delivered positive customer service to individuals facing challenging or stressful situations• Provides family of patients with equal customer service and empathy• Prioritises customer service in emergency and high stress situations
Questions	
	Have you worked with any patients that you've found it hard to build a relationship with? Why?
	Tell us about a patient who has had a difficult family. How were they difficult and how did you manage this relationship?
	How have you demonstrated empathy with previous patients?
Comments	