

# Bar Staff

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	<span style="background-color: #28a745; color: white; border-radius: 10px; padding: 2px 5px;">HIGH</span> <span style="background-color: #ffc107; color: white; border-radius: 10px; padding: 2px 5px;">MEDIUM</span> <span style="background-color: #dc3545; color: white; border-radius: 10px; padding: 2px 5px;">LOW</span>
Assessment Skills	Bar Staff, Calm Under Pressure, Customer Service, Prioritisation

Competency/Skill	Candidate with this will display
Bar Staff	<ul style="list-style-type: none"> <li>Comprehensive knowledge of a variety of drinks including beer, wine, spirits and cocktails</li> </ul>
<b>Questions</b>	
	What is your favourite drink to make? Why?
	How do you stay up to date on the latest trends in the industry?
	How do you ensure customers are repeat customers?
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Calm under pressure	<ul style="list-style-type: none"> <li>Confident in handling high workloads with multiple customers requiring service</li> <li>Can provide alternatives to problems if ingredients run out to ensure customers still remain happy</li> </ul>
<b>Questions</b>	
	How would you handle multiple customers who want service at the same time?
	How would you handle drink requests when a key ingredient has run out?
	Tell me about a time where you displayed calmness in a high pressure environment.
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Customer Service	<ul style="list-style-type: none"> <li>• Maintains customer service in high pressured environments</li> <li>• Prioritises customer service even with customers who may be disgruntled or rude</li> <li>• Positive in all interactions with customers</li> </ul>
<b>Questions</b>	
	Describe a time where you have turned an irritable or unhappy customer into a happy one.
	How do you maintain customer service in extremely busy environments where everyone is waiting to be served?
	Describe a time where you have suggested an alternative drink to a customer that they have been satisfied with.
<b>Comments</b>	

Competency/Skill	Candidate with this will display
Prioritisation	<ul style="list-style-type: none"> <li>• Ability to prioritise customers and duties to fulfil requirements, serve and maintain stock</li> <li>• Prioritises stock management and other duties when there is downtime</li> <li>• Understands importance of tasks and fulfils these</li> </ul>
<b>Questions</b>	
	How do you prioritise in this role?
	Imagine you have a customer who has been waiting patiently for a few minutes and a new customer who is very vocal about waiting, who would you serve first?
	What would you do if the venue was quiet?
<b>Comments</b>	