



Position: Console Operator / Customer Service Attendant

Employment Questionnaire

Name of Applicant:

Licence Details:

Own Transport: Y N

We have sites in Townsville, Ayr, Bowen, Charters Towers, Tully and Winton. We run our business in rotational shifts and weekend work. We encourage our team members to be available for all shifts to ensure we spread the load evenly across our team.

Naturally preference is given to potential employees, who are available for all shifts, however on occasion we may be able to work with someone who has some specific restrictions or who may want to work on weekends or late shift.

Please confirm if you are available to work the following shifts?

5.00 am till 12.30 pm Y N

11.00 am till 7.00 pm Y N

6.00 am till 2.00 pm Y N

6.00 am till 11.00 am Y N

2.00pm till 10.00pm Y N

10.00 pm till 6.00am Y N

Other Comments

Where did you hear about our employment opportunities?

Some Questions for you to answer and return to us

Why did you apply for this position / role?

Tell me where you have had to use Customer Service in one of your previous roles?

Tell me about your understanding of why customers are important to a Business?

Tell us about your experience in registers or console operation?

In this role when you are not serving customers behind the counter you would be expected to tidy stock, etc, how do you feel about doing this as well?

How do you interact when working with customers?

Tell me how you would go working under pressure as this is at times, a very busy environment to work in.

Teamwork: Please tell us about a time when you demonstrated teamwork skills

If we were to call you reference, what do you think they would say about you?

Can we contact your referees? Are they current: (check) Y N

Please include your Resume when you return this form