

Suggested interview questions, scoring and check list.

Applicant Details:

Full Name:

Date:

Checked application form is fully completed, signed & dated correctly.

Asylum & Immigration form completed if applicable.

Checked driving licence and proof of ID - copy taken for record.

DBS badge checked if applicable – copy taken for record – If driver has a LCC DBS badge inform LCC that they are to work for your company.

References taken.

Reference information. (wher ever possible please take written references

Reference 1

Referee's name:

Company:

Please attach reference to this report.

Was the reference acceptable? Yes

No

Reference 2

Referee's name:

Company:

Please attach reference to this report.

Was the reference acceptable? Yes

No

Interview Questions and Scores.

It is best to have a minimum of two interviewers.

Questions (please make notes below the question).	Maximum Score
Was the applicant well presented (smart and tidy)? Did he/she arrive on time?	8
What experience have you had in handling cash?	6
How did you feel about being accountable for the cash that you handle?	6
What experience have you had of dealing with customers?	8
Give an example of when you have provided good customer care.	8
Tell me about a time when you have dealt with a difficult customer. What did you do to calm the situation? How do you think you could have improved on the action that you took?	8
What do you like most and dislike most about driving?	8
How do you feel about working shifts?	8

Why do you want to be a driver? Why do you want this job?	8
How do you feel about driving children, young adults and/or vulnerable people?	8
How would you handle challenging behaviour from young people? How would you maintain appropriate relationships and personal boundaries with children, young adults and vulnerable adults?	8
Do you have any questions or would you like to add anything in support of your application?	8
Score applicant on how good he/she was at communicating. Was the applicant clear, easy to understand and did he/she understand the questions during the interview.	8
Total Score	100

ASK THE APPLICANT TO EXPLAIN ANY QUERIES ON THEIR REFERENCES AND ANY GAPS IN EMPLOYMENT OR QUERIES ON THEIR APPLICATION FROM.

Go through the following with the applicant.

Job description
Terms and Conditions
Pay
Holiday entitlement
Uniform/dress code

Trial period/ assessments

Medical

Alcohol and Drugs Policy and testing.

Driver training.