

9. The Recruitment Process

Aims

To help customers understand how employers recruit and how to avoid being screened out during the recruitment process.

Materials

- [Candidate emails and CVs](#)
- [Candidate interview notes](#)
- [Candidate work trial assessments](#)
- [Screen-out notes](#)
- [Notes on candidate screen-out process](#)
- [Screen-out notes recording sheets](#)
- [Coachworks description](#)
- [Coachwork projected outcomes](#)
- Flip chart grid to record group's findings

Review of activity

Learning outcomes

- To understand the recruitment process from an employer's perspective
- To be able to compare this activity to their own application process
- To learn to identify potential screen-outs
- To apply learning to presenting themselves positively to potential employers

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Instructions

We are going to look at the recruitment process from an employer's perspective. Each vacancy will involve its own recruitment process and an employer will screen out candidates who don't meet their requirements or expectations.

This activity demonstrates screen-outs in action and your team – who are recruiting an individual for your company - will eliminate candidates in each of the 3 rounds as instructed before choosing a successful candidate.

You must explain why you are eliminating each person – remember they might contact you for feedback on their application.

Below is the advert for the position you are recruiting for which has been placed in the Jobcentre and local media and online. You have nine applicants for the position – please use the screened out notes to assist you with the process.

Coachworks

Coachworks is a family-run business consisting of a small chain of 6 country pubs and restaurants. The business was established 20 years ago when Danielle and Frank McIntosh opened their first Brassiere. Executive

Chef Frank used his skills and experience to create an award-winning menu. His attention to detail, imagination and commitment to only using the finest local produce earned them an excellent reputation. The company's goal is "We strive to exceed your expectations."

The flagship premises, The Coachworks, is now recruiting a new Trainee Chef. The position has been advertised in the Job Centre and a couple of internet recruitment sites. Applicants are expected to have a passion for cooking, experience of creating new recipes and be prepared to undertake a 3-year training programme. Applicants must submit their CV via email.

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Activity 1

Hand out the nine [CV's](#) to each group and inform them that they are to eliminate four of the applicants based on the quality and suitability of their CV for the position and feedback their decision when completed which you will record on the flip chart grid.

Activity 2

Hand out the [interview notes](#) and from the five candidates remaining they must eliminate two at this stage based on the outcome of the interview – the four candidates already eliminated at the CV stage should not be considered – and feedback their decision based on the evidence provided which you will record on the flip chart grid

Activity 3

Hand out the [Work Trial](#) notes for their consideration and ask them to eliminate two of the three candidates remaining – the six candidates eliminated in the previous rounds cannot be considered - and as a result they will be left with the successful candidate. Ask them to feedback the results based on the evidence provided for both the unsuccessful clients and then the successful client which you will record on the flip chart grid.

Activity 4

Feedback to the groups the results of the process from the projected outcomes sheet and reflect on the three previous activities sharing best practice for each stage.

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Recruitment Process Screened Out Notes

Activity	Team Name	Team Name
<p><u>CV</u></p> <p>Based on their CV applicants should leave the process at this stage please record who and why</p>	<p>One.</p> <p>Two.</p> <p>Three.</p> <p>Four.</p>	<p>One.</p> <p>Two.</p> <p>Three.</p> <p>Four.</p>
<p><u>Interview</u></p> <p>Of the 5 applicants remaining 2 should leave the process at this stage please record who and why</p>	<p>One.</p> <p>Two.</p>	<p>One.</p> <p>Two.</p>
<p><u>Work Trial</u></p> <p>Of the 3 applicants remaining 2 should leave the process at this stage please record who and why</p>	<p>One.</p> <p>Two.</p>	<p>One.</p> <p>Two.</p>
<p>Successful Applicant - Why they were successful</p>	<p>One.</p>	<p>One.</p>

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Email and CV – Abby Craven

From: **AbbyCraven@live.co.uk**
Sent: 2 February, 11:21
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

SUBJECT: Application for Trainee Chef

Please find attached my CV for your consideration.

I am really interested in this post because I would like to change career. All of my catering experience has been gained through voluntary work and I feel this demonstrates that I thoroughly enjoy working in a kitchen and am committed to developing my experience in this area.

Abby Craven.

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Email and CV – Anny Craven

Abby Craven
34 Ritchie Court
Little Manor Estate, Cupar
Tel: 07847924501

Personal Statement

An enthusiastic and hard working individual who is a caring and supportive team player. Passionate about animal rights and active campaigner for low cost food for children. Skilled administrator and excellent accounting experience therefore equipped to handle staffing.

Work Experience

Blacks Accountancy Services August 2006 – Present

Senior Office Administrator

Supervising junior staff as they carry out financial and admin procedures. Operating payroll, calculating holiday pay, bonuses, insurance quotes, (car, holiday, buildings and contents). Preparing annual accounts, calculating tax returns for customer base consisting of over 100 businesses.

Bluebird Insurance January 2004 – August 2006

Insurance Adviser

Receiving customer enquiries, calculating insurance quotes, preparing contracts, processing insurance claims, comparing company costing, approving invoices for payment and handling customer complaints.

FYM Accountancy June 2001 – December 2003

Trainee Administrator

Photocopying, filing, answering the telephone, typing letters and reports, recording incoming/outgoing mail, reception.

Further Education

SVQ 2 at Giles Training Services **June 2003**

Caterer Qualification, Girl Guiding UK **2006**

Elementary Food Hygiene **2005**

Skills and Experience

20th Cupar Brownies

Caterer in charge of taking responsibility of the menus and catering volunteers required for weekends and holidays. Deciding and planning healthy and balanced meals and snacks, ensuring policy guidelines are adhered to and food hygiene standards are maintained.

References

Available on request

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Email and CV – Alanna Kim

From: **sexyalanna@aol.co.uk**
Sent: 1 February, 12:23
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

SUBJECT: Application for Trainee Chef

I have attached my CV for you to consider for the trainee Chef Position.
Alanna.

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Email and CV – Alanna Kim

Alanna Kim
7/B High street
Dundee, DD5 KYL
Tel: 07812894693

Objective: To secure a position as a trainee chef.

Personal statement

A committed and happy individual who has overcome life's challenges.
Strong and determined, focused on a career in the hospitality industry.

Skills and Experience

Over 12 months' experience preparing a variety of meals: soups, meat dishes, desserts and international dishes.

- Researching menus and costing.
- Selecting produce, considering value for money.
- Experimenting with various fresh produce options.
- Creating alternative vegetarian dishes.
- Shopping for ingredients.
- Preparing meals following food standards and guidelines.
- Using various electrical equipment, pots/pans and kitchen utensils.

Certificates

Emergency First Aid, St Andrew's Ambulance Service
Elementary Food Hygiene, Royal Environmental Health Institute of Scotland
5 Standard Grades: English, Maths, Administration, Science, Physical Education.

References:

Sandra Malcolm Mark Hastings
Social Worker Support Worker
Children and Families Swift Training
Fife Council Headquarters Castlehill
The Square Cupar
Kirkcaldy KY15 4HA
KY13 1HQ

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Email and CV – Bobby Clark

From: **bob.clark@btinternet.com**
Sent: 4 February, 09:21
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

SUBJECT: Trainee Chef, The Coachworks, Cupar

Dear Mrs McIntosh,
I have enclosed my CV for you to consider for the position of Trainee Chef.
I am due to finish my college course, City and Guilds Level 2 Diploma in Professional Cookery in 2 months' time and would like the opportunity of progressing into employment within the hospitality industry.
I am available for interview on a Monday and Tuesday or any evening.

Bobby

Email and CV – Bobby Clark

Bobby Clark
34 James Street
Cupar, KY15 8ND
Tel: 0795 298 8972

PERSONAL STATEMENT

I am currently a student at Birchwood College studying City and Guilds Level 2 Diploma in Professional Cookery. The course is delivered over three twelve-week blocks and all units have been assessed by my lecturer who has observed me work and advised me on the standard required. I have also created a portfolio of evidence in order to meet City and Guilds standards.

EDUCATION

Birchwood College

City and Guilds Level 2 Diploma in Professional Cookery

Introduction to the Catering and Hospitality Industry
Health and Safety Awareness for Catering and Hospitality
Introduction to Healthier Foods and Special Diets
Introduction to Kitchen Equipment
Introduction to Personal Workplace Skills
Prepare and Cook Food by Boiling Poaching and Steaming
Prepare and Cook Food by Stewing and Braising
Prepare and Cook Food by Roasting and Grilling
Prepare and Cook Food by Deep Frying and Shallow Frying
Re-generation of Pre-prepared Food
Cold Food Preparation
REHISS Elementary Food Hygiene

City and Guilds Level 1 Diploma in Professional Cookery

Investigate the Catering and Hospitality Industry
Food Safety in Catering
Health and Safety in Catering and Hospitality
Healthier Foods and Special Diets
Kitchen Operations, Costs and Menu Planning
Applying Workplace Skills
Prepare and Cook Stock, Soups and Sauces
Prepare and Cook Fruit and Vegetables
Prepare and Cook Meat and Offal
Prepare and Cook Poultry
Prepare and Cook Fish and Shellfish
Prepare and Cook Rice, Pasta, Grains and Egg Dishes
Prepare and Cook Desserts and Puddings

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Email and CV – Bobby Clark

Cupar High School

Subjects Award Results

English Standard Grade 3

Maths 3

Chemistry 5

Admin 3

Modern Studies 4

French 5

PE 6

Music 4

English Intermediate 2 C

Maths B

Admin B

Music C

French Intermediate 1 C

WORK HISTORY

The Swan Restaurant – Work placement - 1 Day per week

Kitchen Assistant

9am - 10 am Take delivery of vegetables and other produce.

Arrange produce in appropriate storage areas.

10am - 11 am Prepare vegetables as directed by sous chef.

11 am – 12 noon Pre-cook dishes according to menu.

12 noon - 3 pm Serving covers and cooking side dishes to order as directed by chef.

3 pm – 4 pm Cleaning, tidying and organising storage of unused produce.

REFEREES

Mr Michael Crawford

Lecturer

Birchwood College

Finch Road

Cupar

KY15 9NQ

Mr Jim Shaw

Proprietor

The Swan Restaurant

100 Collins Street

Cupar

KY14 8WM

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Email and CV – Drew Anderson

From: **Drew.Anderson@sky.com**
Sent: 2 February, 11:21
To: Danielle McIntosh, HR Manager, Coachworks

Dmcintosh@Coachworks.co.uk

SUBJECT: Application for Trainee Chef

Please find attached my CV.

I am currently working as a kitchen hand in The Bank, a large restaurant in Glasgow, but I would now like the opportunity to return to live with my family in Cupar.

If you need any more information, please do not hesitate to contact me.

I look forward to hearing from you.

Drew

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Email and CV – Drew Anderson

Drew Anderson
1b St. Andrews Road
Glasgow, G3 9BB
Tel: 0772 559 9392

PERSONAL STATEMENT

I am a hard working and conscientious person who prides himself in being able to work with little supervision. I enjoy working in kitchen because it is busy and fast- paced. I work in a large restaurant which regularly caters for 200 covers, so I must be able to work well as part of the team. I would love the opportunity of taking my career further by training as a chef.

EDUCATION

Cupar High School 1998 – 2003
Subjects Certificate Results Year
English Standard Grade 4 May 2002
Maths 5
PE 3
Home Economics 2
History 4
Science 5
Hospitality Intermediate 2 B May 2003
PE C
English Intermediate 1 B

WORK HISTORY

The Bank, Kilmarnock Road, Glasgow March 2008 – Present
Kitchen Assistant

Washing fruit and vegetables, preparing salads and soups, baking scones and assisting Chef with serving food. Washing pots and utensils, cleaning work surfaces and keeping kitchen clean and tidy.

Coffee Corner, High Street, Glenrothes April 2004 – October 2006

Waiter / Counter Service

Taking orders, serving tables, making tea/coffee, preparing sandwiches, using the till.
Cleaning the shop at the end of every day.

REFERENCES

Mr. David Blair, Head Chef, the Bank, Kilmarnock Road, Glasgow, G2 6GH

Mrs. Betty Sinclair, Proprietor, Coffee Corner, Glenrothes, Fife, FY4 9UH

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Email and CV – Hugh Butler

From: Hugh.Butler@btinternet.com
Sent: 3 February 08:00
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

SUBJECT: Application for Trainee Chef

Please find attached CV as requested.

My background is in the hospitality industry and I have risen through the ranks from the humble position of kitchen porter to my present role as restaurant manager. I am now looking for a new challenge and would like to apply for the above position.

My interest in cooking has developed, especially over the last few years whilst working in renowned restaurant “The Haven” in St Andrews, where our Head Chef was responsible for us achieving the AA Rose Award. My research shows that your restaurant is upcoming and looking to make a name for itself in achieving high standards. I would like to be part of this vision.

Thank you for considering my application.

Hugh

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Email and CV – Hugh Butler

Hugh Butler
23 The Arches
St Andrews
KY16 9JD
Tel: 0774 532 1895

PROFILE

A highly- motivated self- starter who thrives on challenge and achieving high standards. Loyal, committed and hard working. Totally reliable with proven track record in managing an AA Rose Award restaurant. Relishing the challenge of changing career and looking to develop my passion for food and restaurants in the position of trainee chef.

SKILLS

- Management Skills – 10 years' experience and currently manage a team of 10.
- Clear understanding of the needs of customers and able to deliver high standards.
- Excellent organisational skills developed through managing restaurant and staff.
- Able to work to a high degree of accuracy with attention to detail
- Extremely flexible in approach to work
- Knowledge of food and restaurant trade
- Able to learn quickly and apply new skills
- Focused and determined to succeed

EMPLOYMENT HISTORY

1999 – Present The Haven – Restaurant Manager
1995 – 1999 The Haven – Bar Manager
1993 – 1995 The Haven – Bar Staff
1990 – 1993 The Cobbler – Kitchen Porter

During the past 20 years, I have been committed to developing my career within the Hospitality Industry. I have always been focused and determined to achieve high standards in every position I have held.

EDUCATION

Madras College, St Andrews – 1986 - 1990
7 'O' Grades: English, Arithmetic, Maths, French,
Home Economics, Geography.

REFEREE

Martin Shaw
General Manager
The Haven, Harbour Road
St Andrews KY16 5UW

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Email and CV – Jan Seaton

From: **Jan.Seaton@talktalk.net**
Sent: 3 February, 22:15
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

SUBJECT: Application for Trainee Chef

Please find attached CV as required.

I am a very keen home cook and would like to develop this interest/ability into a career. I volunteer at the Salvation Army Homeless Unit and regularly help to cook over thirty meals a day. I believe I am a quick learner and my enthusiasm and motivation would make me an asset to any team. I look forward to hearing from you.

Regards,

Jan Seaton.

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Email and CV – Jan Seaton

Jan Seaton
12, Cherry Lane
Fife, KY15 7PN
Tel: 07325492368

PERSONAL PROFILE

I am a self- motivated individual with a passion for food and cooking. I am very reliable and loyal and give my full commitment to any task undertaken. I am friendly and approachable and get on well with others.

KEY SKILLS

- Team working – I work effectively as a member of the kitchen team in the Salvation Army Homeless Unit Preparing and serving meals for over 30 people each day.
- Communicator – I am an excellent communicator and have to be able to communicate with a wide range of people through my voluntary work.
- Creative – I am always looking for new recipes to try out at home on family and relatives.
- Quick Learner – I recently undertook a cookery course evening class and thoroughly enjoyed it.

EDUCATION

Bells High School 8 Ordinary Grades

- English
- Maths
- Biology
- Chemistry
- Home Economics
- Secretarial studies
- Geography
- French

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Email and CV – Jan Seaton

WORK HISTORY

The Salvation Army – 2007-Present

Homeless Unit

Frew Road

Cupar

Pennyburn Nursing Home – 1997-2000

8 Howat Crescent

Dundee

HOBBIES AND INTERESTS

I regularly exercise and attend a local fitness class. I love to read (especially cookery books) and watch most cookery programmes. I like to experiment with new ideas and try them out on my family. I also enjoy eating out, often at The Coachworks.

REFERENCES

Sergeant Quinn

The Salvation Army

Salvation Army Leader – Salvation Army Homeless Unit

Homeless Unit

Frew Road

Cupar.

Mrs. Hunter

Grove Academy – Home Economics teacher

Grove Academy

Claypotts Road,

Dundee, DD5 1AB

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Email and CV – Jordan Young

From: jordan.young@live.com

Sent: 10 February 11:21

To: Danielle McIntosh, HR Manager, Coachworks

Dmcintosh@Coachworks.co.uk

SUBJECT: Application for Trainee Chef

Please find attached my CV for your consideration.

I am a reliable hard worker who enjoys cooking at home. I cook several meals for my family every week and enjoy trying out new recipes. I believe I am a quick learner and would like to develop my interest into a career.

I hope to hear from you soon.

Regards,

Jordan Young.

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Email and CV – Jordan Young

Jordan Young
36 Hunter Avenue
Cupar, Fife, KY15 7XL
Tel: 0732 163 4231

PERSONAL STATEMENT

I am a self-motivated and hard working person who enjoys cooking. I consider myself as a reliable and trustworthy person who respects other people. I like to try out new recipes at home with my family.

KEY SKILLS

- Hardworking • Enjoys working in a team
- Can work alone • Good Communicator
- Learns quickly

EDUCATION

Cupar High School 2005 - 2009
Subjects Certificate Results Year
English Standard Grade 3 May 2009
Maths Standard Grade 3
PE Credit 1
Home Economics Credit 1
Modern Studies Standard Grade 3
Physics Credit 2
Hospitality Intermediate II

HOBBIES/INTERESTS

I enjoy playing football for the Cupar Kelts. I like to work in a team and was recently appointed the club Captain. I also enjoy trying different recipes in the kitchen at home for my family. I do like to eat out but I prefer cooking my own meals as its much more fun.

WORK HISTORY

Auld Alliance Sept 2008 – 1 Week
Fernie Castle, Letham School Work Experience
Cupar KY15 7RU
Work shadowing insurance advisers, filing, photocopying, and word processing letters.

REFERENCES

Mr Graham Donnachy Mr Raymond McDaid
Manager, Auld Alliance, Fernie Castle Coach, Cupar Kelts, 56 Long Drive, Cupar
Letham, Cupar KY15 4TR KY14 1HH
01337 882910

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Email and CV – Kieron Quinn

From: **kieron-quinn.theman@hotmail.com**
Sent: 3 February 13:44
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

SUBJECT: Trainee Chef

Please find attached my CV as requested.

I am currently looking for a job as a trainee chef. I think your position would be great as I have a lot of skills in the kitchen area. I have a passion for cooking and have been confident in the kitchen from the age of 14. I hope to hear from you soon.

Yours sincerely,

Kieron Quinn.

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Email and CV – Kieron Quinn

Kieron Quinn
36, Castle Hill Place
Fife KY15 4UK
Tel: 07749273612

PERSONAL PROFILE

I am a very hard working and reliable person who takes pride in my work. I have enjoyed cooking in the kitchen for a number of years now. My dad was working as a chef in Mamma's Italian Kitchen and Bar for a number of years before he retired.

My dad has taught me most cooking skills, and I would like to follow in the footsteps of his career. I would love the option to do as well as my dad did and maybe open my own restaurant one day.

EDUCATION

Cupar High School 2002 – 2006 Subjects Certificate Results Year

English Credit 2 Aug 2006
Maths Standard Grade 3
Physical Education Credit 1
Home Economics Credit 1
Modern Studies Standard Grade 4
Chemistry Standard Grade 4

WORK HISTORY

Dibbles Fish and Chip Shop – December 2006 - December 2009

Experience through tasks is as follows:

- Taking Orders
- Preparing meals
- Cleaning up at the end of the day

REFERENCES

Mr. John Patterson,
Manager
Dibbles Fish and Chip shop
124 Bonny Lane
Cupar, KY15 4FV
01334 652 855

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Email and CV – Kenny Chow

From: **Kenny Chow@sky.com**
Sent: 4th February, 11:21
To: Danielle McIntosh, HR Manager, Coachworks
Dmcintosh@Coachworks.co.uk

Dear Mrs McIntosh

I have enclosed my CV for you to consider for the position of Trainee Chef. I have a lot of experience working in catering gained through 4 years in the family business. I am keen to expand my knowledge and learn new skills and believe that the position of Trainee Chef would be an excellent opportunity for me. I am available for interview any evening or weekends. If you need more information, please feel free to contact me.

Thank you for considering my application.

Kenny Chow

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Email and CV – Kenny Chow

Kenny Chow
1 Burnbank Close
The Meadows
CUPAR
Tel. 07785 729 980

PERSONAL STATEMENT

I am an organised and diligent worker who enjoys using skills that I have already learned. I have worked in the family Chinese Restaurant for over 4 years and have learned about working in a fast-paced kitchen. I am flexible and able to work on more than one thing at a time. I am a practical person and I like to try out new ideas and expand my knowledge. I am keen to branch out into a different kind of catering and learn new techniques and skills.

QUALIFICATIONS

Cupar High School 2005 – 2009

Subjects Certificate Gained Results Year

Craft and Design Standard Grade 2 May 2009

English 3

Computing 3

French 4

Maths 4

PE 4

History 4

Science 4

WORK HISTORY

The Lucky Wish

January 2006 – Present

Kitchen / Counter Assistant

Answering the telephone, taking customer orders, cash handling.

Washing vegetables, preparing sauces, making soups.

Cleaning kitchen equipment and washing down surfaces.

REFERENCES

Mr. Simon Malcolm, Guidance Teacher, Cupar High School, Sutherland Drive, Cupar

Mrs. Felicity Hamilton, Careers Adviser, Careers Centre, High Street, Cupar

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Abby Craven – Interview Notes

Abby arrives just on time. She is very talkative and comes across as loud. She is casually dressed in jeans and a black top. She shakes your hand but her grasp is very firm. She gives you a folder containing menus, shopping lists and recipes that she has used as caterer for the Brownie Pack Holidays.

She explains that she is unhappy working for her current employer and goes on to criticise their management styles. She asks you about promotion opportunities within Coachworks and states that she would be committed to remaining with Coachworks at the end of her training period.

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Alanna Kim – Interview Notes

Alanna arrives exactly at the time the interview is due to start. She has a heart tattoo on her neck, but has tried to cover it up with make-up and a high-collared top. She is clearly nervous but has a friendly smile and a firm handshake.

She explains that she gained catering experience through attending a cookery group run by a local support agency. It is apparent she is very knowledgeable. She goes on to explain that she got into trouble when she was at school, but when she looks you straight in the eye as she gives you examples of how her life has changed, you believe her.

She shares with you qualities that she will bring to the job and assures you that she will work hard.

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Bobby Clark – Interview Notes

Bobby arrives 20 minutes early. She is dressed very smartly and has a confident manner. She has a folder under her arm. Her tone of voice is high and excited. Her handshake is firm, if a bit too long. She goes into great detail about the course she's on and is clearly enthusiastic about cooking and progressing her career.

She has also researched the company, and knows the names of the other restaurants and when they opened. She is keen to show the certificates contained in her folder as evidence of her competence. She insists that you keep the folder as she has other copies at home.

She is keen to know the detailed format of the training that will be provided with the position.

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Drew Anderson – Interview Notes

Drew arrives 5 minutes early. He casually walks around the bar looking at the artwork and décor. He is casually-dressed in black jeans a blue top. He has a nervous smile and slightly weak handshake. He describes in detail the work he has undertaken in The Bank.

It is clear that the additional work which he volunteered for has given him a good foundation of knowledge. He explains that he wants to return to live in Cupar because his mum has been unwell over the past 6 months and he wants to live closer to her.

He assures you that he will work hard and will be very flexible, working his hours around the needs of the business.

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Hugh Butler – Interview Notes

Hugh arrives 5 minutes early. He is very smartly dressed in suit and tie, and walks with confidence. He casually talks to customers sitting in the bar and is clearly comfortable in the surroundings. He describes in detail the work he has undertaken in The Haven and is proud of his achievements there.

He explains that he wants to change careers as he has recently started cooking at home and is enjoying experimenting with a variety of gourmet dishes. He believes this move will offer him the chance to learn new skills and relishes the challenge this will provide.

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Jan Seaton – Interview Notes

Jan arrives 15 minutes early for her interview. She is very friendly and has a warm smile. You feel at ease with Jan and she is obviously comfortable throughout the interview. Her answers flow and are delivered with both confidence and conviction. She seems very keen and her enthusiasm and passion for cooking is apparent.

She is clearly a very loyal person and talks seriously about her commitment to helping others through her volunteering. You are in no doubt that Jan would give 100% effort in working for you and she reassures you that her volunteering will in no way interfere with her commitment to this position. She demonstrates basic knowledge of cooking and her determination to learn more.

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Jordan Young – Interview Notes

Jordan arrives 10 – 15 minutes early. He is dressed in smart black trousers and a white shirt. He has brought with him football certificates and attendance awards for all 4 years that he attended secondary school.

He explains his passion for cooking and that he wants to develop his skills to lead to a successful career in catering. He mentions that he is a friend of Steven, the Trainee Chef who you employed last year in one of your other restaurants.

He explains that Steven talks very positively about his work and has encouraged Jordan's love of cooking. He states that working for Coachworks would be a real opportunity.

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Kenny Chow – Interview Notes

Kenny arrives 15 minutes early. He sits quietly in the bar and smiles and says ‘hello’ to people as they pass by. He is dressed crisply and smartly in grey trousers, a shirt and a tie. He has brought his Standard Grade certificates with him and photographs of a number of dishes that he has developed for the Chinese Restaurant over the past year.

It is clear that he pays attention to detail and is motivated to learn and expand his skills. He is enthusiastic about working in a new kitchen and asks relevant questions. He asks if it is possible to have a tour of your facilities and although your time is limited, you agree. He thanks you for your time and shakes your hand. Before he leaves he comments on The Coachworks having a ‘friendly environment’ and says that it would be great to work with you.

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Kieron Quinn – Interview Notes

Kieron arrives 10 minutes early. He is smartly dressed in dark jeans and a black top. He has a casual smile on his face and a firm handshake.

He talks about how he would like to develop his career by training as a chef, and assures you that he would be committed to the training programme.

He asks if he would be able to bring a couple of Italian options to be considered as “Chef’s Specials” and goes on to describe his 2 favourite dishes. It is quite clear that Kieron has a passion for cooking. He understands the commitment needed in a busy kitchen and knows he will need to be flexible with the hours he may have to work.

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Work trial records

Candidate's name: Abbey Craven

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Abbey was excited and animated. She seemed very interested in the position but did not have much experience within a commercial kitchen.

Timekeeping: Arrives just on time **7**

Attitude: Go for it attitude **10**

Communication: Excited and talkative **5**

Presentation: Smartly-dressed **7**

Teamwork: Co-operative with others **9**

Motivation: Very interested **10**

Knife skills: Not great - could use help **5**

Knowledge of produce: Limited **4**

Interpretation of menu: Picked this up quickly **7**

Work area: Kept very clean **10**

Health and safety: Good awareness **9**

Food Hygiene certificate: Checked **10**

Total score

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Work trial records

Candidate's Name: Bobby Clark

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Bobby picked things up quickly but struggled to work as part of the team. She kept sharing her college experiences - her way was better. Would need to work on fitting in. Overall she was a competent candidate.

Timekeeping: Arrived 15 mins early **10**

Attitude: A bit hyper **7**

Communication: Talkative but could listen better **6**

Presentation: Smartly-dressed **10**

Team Work: Always wants to take the lead **3**

Motivation: Keen and interested **9**

Knife Skills: Sound **9**

Knowledge of Produce: V Good **8**

Interpretation of menu: Gd, but wanted changes made **4**

Work Area: Perfect **10**

Health and Safety: Thorough **9**

Food Hygiene Certificate: Already have a copy **10**

Total score

[\(Click here to return to contents page\)](#)

Work trial records

Candidate's Name: Drew Anderson

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Drew was very pleasant and came across as very motivated. He clearly loves working in a kitchen and tried hard to impress. Would need to spend time teaching him about the local produce and how to prepare it.

Timekeeping: Arrived 10 mins early **10**

Attitude: V. pleasant and positive **10**

Communication: Quiet, but speaks clearly **7**

Presentation: Smartly-dressed **10**

Team Work: Co-operated well **9**

Motivation: Keen and interested **9**

Knife Skills: Slow - but basics are good **5**

Knowledge of Produce: Not great **3**

Interpretation of menu: Needed lots of direction **4**

Work Area: Kept tidy **10**

Health and Safety: Cautious **7**

Food Hygiene Certificate: Forgot, will drop it in tomorrow **5**

Total score

[\(Click here to return to contents page\)](#)

Candidate's Name: Alanna Kim

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Alanna seemed happy when she was busy. She was bright and interested in details. Her concentration wandered and she was distracted by discussions of other staff.

Timekeeping: Arrives 5 minutes early **8**

Attitude: Cheerful, but a little cheeky **8**

Communication: Good communication **8**

Presentation: Smartly-dressed **7**

Team Work: Enjoyed working in the team **10**

Motivation: Concentration wandered at times **5**

Knife Skills: Competent **9**

Knowledge of Produce: Needs to expand **6**

Interpretation of menu: Showed some ability **7**

Work Area: Clean and mostly tidy **8**

Health and Safety: Spotted a problem and fixed it. **10**

Food Hygiene Certificate: Checked and correct **10**

Total score

[\(Click here to return to contents page\)](#)

Candidate's Name: Hugh Butler

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Hugh conducted himself confidently. Wanted to spend time sharing his knowledge and directing our staff on 'the best way' to carry out tasks. This wasted time.

Timekeeping: Arrives 5 minutes early **10**

Attitude: Confident and v. assertive **5**

Communication: Good communication **8**

Presentation: Smartly-dressed **10**

Team Work: Directed staff rather than listened **4**

Motivation: Focused and hard-working **10**

Knife Skills: Some skill demonstrated **8**

Knowledge of Produce: Wide knowledge **9**

Interpretation of menu: Picked it up quickly **7**

Work Area: Reasonably tidy **8**

Health and Safety: Very knowledgeable **10**

Food Hygiene Certificate: Does not have this **0**

Total score

[\(Click here to return to contents page\)](#)

Work trial records

Candidate's Name: Kenny Chow

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Kenny demonstrated a good skill level. He was competent and able to follow directions from Chef. He picked up speed after only one hour of instruction.

Timekeeping: Arrives 15 minutes early **10**

Attitude: Positive and v. pleasant **10**

Communication: Good communication **8**

Presentation: Smartly-dressed **10**

Team Work: Excellent co-operation v. helpful **10**

Motivation: Focused and hard working **10**

Knife Skills: Competent **9**

Knowledge of Produce: Needs to expand **6**

Interpretation of menu: Picked it up quickly **7**

Work Area: Kept very clean and tidy **10**

Health and Safety: Sound knowledge **8**

Food Hygiene Certificate: Present, passed 2 months ago **10**

Total score

[\(Click here to return to contents page\)](#)

Candidate's Name: Jan Seaton

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments: Jan was well organised and settled into the task quickly. She has the basic skills, but these would need to be developed. She was clearly 'at home'. Excellent team member.

Timekeeping: Arrives 15 minutes early **10**

Attitude: Very pleasant / confident **10**

Communication: Excellent communicator **10**

Presentation: Smartly-dressed **10**

Team Work: Excellent co-operation with others **10**

Motivation: Top notch, even motivated others **10**

Knife Skills: Slow but basics good **6**

Knowledge of Produce: Knows quite a lot **8**

Interpretation of menu: Good at following recipes **7**

Work Area: Kept very clean and tidy **10**

Health and Safety: Good overall knowledge **8**

Food Hygiene Certificate: Forgot to bring **5**

Total score

[\(Click here to return to contents page\)](#)

Candidate's Name: Jordan Young

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments:

Jordan was very confident and communicated very well with staff. His cooking skills were poor, would need a lot of time spent on training. Would also need to learn about produce.

Timekeeping: Arrives 10-15 minutes early **10**

Attitude: Very confident **10**

Communication: Communicates very well **10**

Presentation: Smartly Dressed **7**

Team Work: Co-operated well **8**

Motivation: Very keen **10**

Knife Skills: Unskilled and slow **3**

Knowledge of Produce: Limited knowledge **4**

Interpretation of menu: He did not know what to do **3**

Work Area: Kept tidy **10**

Health and Safety: Cautious **7**

Food Hygiene Certificate: Does not have one **0**

Total score

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Work trial records

Candidate's Name: Kieron Quinn

Post: Trainee Chef

Assessed by: Frank McIntosh

Comments: He was very interested in the job and managed to work well with the team. His knowledge of the produce was good, but he needs some lessons on health and safety in the kitchen.

Timekeeping: Arrived 10 mins early **10**

Attitude: Friendly and pleasant. **10**

Communication: Very good **10**

Presentation: Smartly dressed **10**

Team Work: Managed well **10**

Motivation: Very interested **10**

Knife Skills: Quite good, could be better **7**

Knowledge of Produce: Very good **9**

Interpretation of menu: Quite good **8**

Work Area: Quite clean, left some mess **7**

Health and Safety: Not enough care at times. **5**

Food Hygiene Certificate: Brought in a copy **10**

Total score

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Screen out notes

Abbey Craven

Email and CV

Mediocre applicant.

Email does not promote her well.

CV details experience were not relevant to the position, she would have been better to focus on catering knowledge and experience.

Interview

Should have dressed smarter (top and black trousers).

Coming across as brash, needs a softer but firm handshake.

She should not be critical of current employer, could raise concerns that she would be critical of Coachworks

which could affect their reputation.

Work trial

Reasonable effort, too excitable and chatty.

She would need support to bring her skills up to speed.

Lacking knowledge of produce.

Alanna Kim

Email & CV

E-mail lacked information and effort.

E-mail address created a questionable first impression.

Qualifications – no levels stated.

Work History – no formal experience described.

CV – personal statement was poor and hints at past troubles.

Described relevant skills and knowledge.

Interview

Should have arrived early for the interview.

A tattoo may project the wrong image, but she did try to cover it.

She is honest about previously being in trouble, but she is able to reduce the employer's concerns

with an honest answer.

Work Trial

Works quickly and competently. Would fit in with the team.

Would need to learn a lot about produce, but is keen to learn.

Attention wandered, failed to stay focused on tasks.

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Bobby Clark

Email & CV

Strong applicant.

E-mail did not need to state when available for interview, may seem negative.

CV contained too much detailed information, better to attach a copy of the course description.

Interview

Dressed smart.

Confident (a bit intense)

Enthusiastic, maybe overly. How will she fit in with the team?

Work Trial

Very capable and knowledgeable.

Would struggle to fit in with the team.

Drew Anderson

Email & CV

Mediocre applicant.

E-mail should have contained more positive introduction,

e.g. passion for cooking and desire to progress his career.

Gap in work history – 1st employment 1 yr after leaving school.

1½ yr gap between jobs (Oct 06- Mar 08)

Interview

Should have dressed smarter (shirt and tie).

Not coming across as confident (needs a stronger handshake and try to hide his nervousness).

Mentioning his mother could give the employer concerns; therefore he should have left this info out or

made sure that he used a 'good response' to reduce any concerns that the employer may have had around his reliability.

Work Trial

Successful, shows promise.

Would fit in with the team.

He would need support initially to bring him up to speed.

Forgot to bring food hygiene certificate.

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Hugh Butler

Email & CV

Strong applicant.

E-mail positive and concise, however, no mention of cooking skills.

CV: Good detail, a lot of the right skills. However, concerns may be raised over his move from management to trainee.

Discrepancy: states 7 O' Grades, only 6 listed.

Interview

Good Interview

Smartly dressed. Comes across well.

Concern remains around the reasons for changing company / town.

Work Trial

Competent and confident.

Needs to remember that this is a junior position and he is no longer the boss.

Jan Seaton

Email & CV

Mediocre applicant.

E-mail gave good impression of potential.

CV did not give detail of work experience duties and responsibilities.

Key skills were good, but layout of CV needs improved.

Interview

Very good interview.

Came across as someone who would easily fit into the team.

Would be fully committed to trainee position.

Work Trial

Good knowledge of local produce. Showed lots of potential

Would be able to develop her catering skills. Forgot to bring food hygiene certificate.

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Jordan Young

Email & CV

The language on the e-mail and CV was a little basic. It looks as if he has written them without any advice from anyone else. He repeats the same point in the email and CV e.g. 'person who enjoys cooking'.

Interview

Good interview but wearing a t-shirt is too casual, should have worn a top with a collar on it. It was good that he said positive things about the company and knew someone who already worked there.

Steven will be able to verify what Jordan has said about himself and might put in a 'good word'.

Work Trial

He struggles with the practical nature of the job, maybe not best suited to this type of work. He has a good attitude and should be easy to get along with.

Kenny Chow

Email & CV

Quite good applicant.

E-mail was friendly and polite. Also very enthusiastic about food, willing to learn and flexible regarding work hours.

CV type was a little small to read.

He could have described in more detail the work he had undertaken in the Chinese restaurant.

He did not have "work" referees (had teacher/careers adviser) due to experience only in family business.

Interview

Dressed smart and was friendly to customers when waiting.

Uses photos to demonstrate creativity, genuinely interested.

Asking for a tour may come across as being too pushy; this would depend on the tone of the interview.

Work Trial

Works quickly and competently.

Would fit in with the team.

Would need to learn a lot about produce, but is keen to learn.

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Kieron Quinn

Email & CV

E-mail is basic but very direct. No town stated on address.

CV is good, personal profile may be considered to be a bit too long, but shows real ambition and passion.

Needs to expand on the work experience gained at the fish and chip shop.

Interview

Good interview.

He was able to give clear examples of his experience and prove his knowledge.

Work Trial

Kieron has a great attitude and communicates well.

The only concern would be his lack of health & safety knowledge.

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Coachworks – projected outcomes

Alanna Kim

Alanna is a motivated and willing trainee. She learns quickly and works hard. However, her attitude towards the waiting staff is cheeky and negative. One of the waitresses resigns after Alanna swears at her. You have to give Alanna a written warning which seems to shock her into making positive changes to her attitude. She completes her training and progresses into a Commis Chef position, but only lasts two months before she leaves for a change of career.

Kenny Chow

Kenny is a fast learner and a hard worker. He completes the Modern Apprenticeship programme faster than expected (within 2½ years). His colleagues enjoy working a shift with him because he puts in a lot of effort and is very supportive. He remains with the company for 2 years after completing his training and leaves to open up his own international restaurant in Cupar which is fast becoming a rival to The Coachworks.

Drew Anderson

Drew got off to a flying start. He learns quickly and works hard to bring his knowledge and knife skills up to a good standard. He stays with the company for only 6 months before his mother moves into a nursing home and Drew moves back to Glasgow. He returns to work with his previous employer, The Bank. You now have to spend time going through the recruitment process again.

Bobby Clark

Bobby started the job enthusiastically, but after a while other staff started to complain about her constantly going on about 'better ways' to carry out tasks. She frequently interrupted other staff when they were talking and was quick to complain to management if something went wrong. She remained with Coachworks to finish SVQ level 2 in Hospitality, but you both agree that she should look for another employer where she would 'fit in' better.

Abby Craven

It was clear early on that Abby would require an extended training period. She needed some 1-to-1 support to help her break down the menu options into step-by-step stages. After her first year in the job, her confidence grows and she becomes a competent trainee chef. She works hard at learning the important 'finishing touches' and customers comment on the excellent presentation of her dishes. She remains with the company 5 years after completing her training before moving on to a new challenge.

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Jan Seaton

Jan is a popular employee, funny and quirky. She is affectionately described by her colleagues as ‘the mother hen’. Her knowledge of the local produce and passion for creating new recipes make her an asset to the team. You tried to promote her to head chef in another Coachworks restaurant but she refused saying that she was happy working where she was and would prefer not to move. She did agree to design an induction programme for new trainee chefs and takes an active role in training them. She remains with the company for 9 years after completing her training, until she reduces her hours to part time to allow her to look after her grandchildren 2 days per week.

Jordan Young

During the first 6 months Jordan slowly develops his knife skills but shows no interest in learning about the local produce. He gets on well with other staff but is often distracted, discussing social matters. When you discuss his progress he explains that he is not enjoying working in the kitchen as much as he had thought he would. You offer to move him to the position of waiter and he accepts. He thrives in this position, is great with customers, but after 18 months leaves to work in a larger hotel in Dundee.

Kieron Quinn

Kieron completes the training period 4 months early. When in the kitchen he is serious and focused but he is still well-liked by his colleagues because he makes an effort to attend all social events. A year after he completes his training he volunteers to carry on developing his skills by attending a Master Chef course 1 day per week in Glasgow.

Within 5 years you promote Kieron to Head Chef in one of your smaller restaurants and he takes on the role of mentor to each new Trainee Chef for 5 years. When your business expands further and a new restaurant opens in Dundee, it is Kieron who is appointed as Master Chef – and this is where he is still working today.

Hugh Butler

Hugh is an intense and driven employee. He quickly starts to annoy other staff by constantly forcing his new methods and ideas into every area of conversation. The number of staff complaints rises to a level that forces you to take them seriously. When you have the discussion with Hugh he expresses his frustration that the company’s vision is too small and is not moving fast enough. He leaves after 4 months and returns to work at The Haven restaurant.

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The Hidden Job Market

Aims

To identify the various resources available for obtaining employment and understand the concept of the Hidden Job Market.

Materials

- Flip chart/ pens and post it notes

Instructions

Three sheets of flip chart paper with the following headings; online and social media, traditional methods and routes, networks and contacts (i.e. the hidden job market).

Split into teams. Give yourselves a team name.

On the Post-its, write down how many different ways there are to find a job, one idea on each Post-it.

When I blow my whistle, you have three minutes to make your lists.

For the next part of the activity, I want a volunteer from each team to choose two of their ideas, read them out to the group and place them under what you think is the most appropriate heading on the 3 flip charts.

Adviser to ask if anyone knows what the hidden job market is?

Labour market information shows that:

- 20% of jobs are advertised. This is called the **open job market** – and this is where most people look for work.
- The vast majority of jobs – around 80% of them – are found in the hidden job market. E.g Most construction jobs are found by word of mouth and many small businesses recruit this way, as it saves them time and effort
- One of the most interesting facts about the hidden job market is that there's less competition. So if you can tap into it, you've got a higher chance of success.

Each team should now pick a volunteer to go to any of the original 3 flip charts. Ask them to choose one resource they think is part of the hidden job market. Seek view of the group and discuss.

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Repeat with volunteers from the other groups until the flip chart has all of the resources on networking, contacts (family, friends, friends of family and so on) and the social networking websites on it.

Review of activity

Emphasise that they have begun to consider the power of the hidden job market and get them to reflect on how they might use the hidden job market?

Learning outcomes

- Being able to identify resources that can be used to find work
- Discovering many of the best resources are free
- Realising the importance of the hidden job market

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Working for Success – The MAZE Game

Aims

The aim of this activity is to explore how your first few jobs are important staging posts as you plan your career. It also explores that as you develop your career and work towards your career goals the path may not be as straightforward as you hoped.

Hidden on the grid in front of you are squares that represent a salary. Your task is to find the route to reach the top salary on the grid.

Materials

(see instructions)

Instructions

- Both teams position themselves below the base line awaiting their turn to participate.
- You must always begin from the start line just off the grid – if not it's the wrong move
- Each person takes a turn of progressing throughout the Maze with both groups alternating their turn.
- You can move 1 square at a time until you make a wrong move
- Only one of the squares in each row, from rows 2 to 5, represents a salary
- Each time a salary square is reached, point out the square and the salary
- Ensure the team members encourage their participant who is on the grid
- If a person selects the wrong square they return to the back of the queue. The team that reaches the celebrating figure wins the task.

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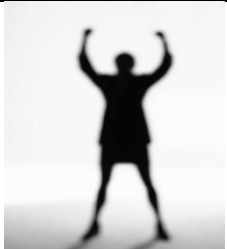
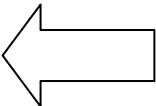
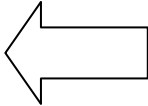
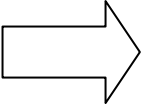
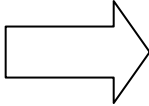
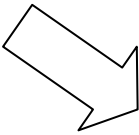


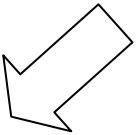
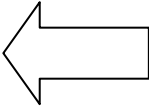
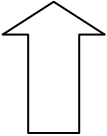
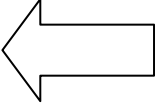
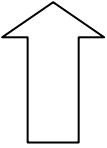
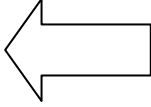
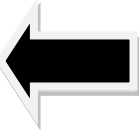
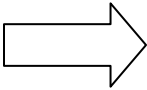
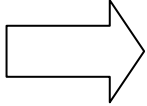
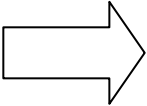
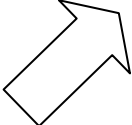
Black arrow = Salary of 10,000

Blue arrow = Salary of 12,000

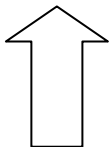
Green arrow = Salary of 15,000

Top celebrating figure = 20,000

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Correct first entry step



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Review of activity

Keep the participants in their groups and give each group some flip chart paper and pens.

Explain that if navigating the grid was an example of the direction your career path could take, what would you have learned from your journey?

Give the groups 10 minutes to discuss and to jot down their thoughts on the flip chart paper.

Take feedback from the groups and lead to:

Sometimes you may have to go back to go forward – there are many circumstances such as organisational finance or a change of organisation that could have an impact on your progression.

You may have to listen to other people (they may try to help you or they may try to hinder you) but you will have to decide if their advice is good or bad and ultimately the responsibility for the decision on the next step of your career is yours.

You will need perseverance and determination to achieve your goal.

You may need a side step like training or further education to progress – the more skills you have the more valuable you become to a potential employer.

Bring the session to a conclusion by thanking the group for their participation and inform them of Skills Development Scotland's products and services which will help them on their journey to their career goals.

Learning outcomes

- Understanding that a routes to a career are often not in a linear path
- Participants understand that they may need to take a step back or move to the side within an organisation before they are able to take the next step forward.
- Highlights that people may receive advice - positive or negative - from a variety of sources including family, friends and work colleague's but ultimately it is an individual's responsibility for making career decisions.

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