



STATEMENT ADDRESSING THE SELECTION CRITERIA

Please write two pages which addresses the questions below and highlights your strengths and abilities. Use examples from your past work, schooling, sports, volunteer activities or life. Remember to use the Selection Criteria and Assigned Primary Duties outlined in the Statement of Duties to provide more information.

Criterion 1: Please describe your understanding of thematic interpretation. How would you use it in a tour guide position?

Criterion 2: How would you initiate contact with a new customer? Can you give an example of your customer service skills?

Criterion 3: It's really busy, how do you get organised to make sure things get done while ensuring you deliver exceptional customer service?



Criterion 4: Can you give me an example of when you have worked in a team. What worked well, what would you do differently?

Criterion 5: How do you prefer to solve a problem? Describe a time when you have been required to work through an issue using policy and procedures and within a tight timeframe.

Criterion 6: Describe a time you have been required to research a topic and then share that knowledge with others.