

## HOW TO APPLY: CASCADES FEMALE FACTORY TOUR GUIDE

Address the following selection criteria by writing at least **half a page** for each criterion. To assist you in doing this we have listed some questions under each criterion. You don't have to use them but they may help in guiding your response. When writing a response to these questions, the best strategy is to use examples from your past work, schooling, sports, volunteer activities or life.

### **Criterion 1: Good communication and interpersonal skills including the ability to easily initiate contact with new customers**

Write about a time that you demonstrated good communication skills. Describe the situation, what you did and what the outcome was.

How have you, or would you, go about initiating contact with new customers?

What do you consider the most important aspect of good customer service?

### **Criterion 2: Ability to work under supervision, take instruction and undertake training and assessment**

Describe a time when you have worked under supervision.

How do you respond to being given direction?

Detail any training and assessment that you have undertaken in the past.

### **Criterion 3: Ability to work as part of a team and provide assistance to other team members**

Have you worked as part of a team before?

Under what circumstances?

How was teamwork helpful to the situation?

How did you help assist your team members to achieve a positive outcome?

### **Criterion 4: Good organisational skills with the ability to increase workflow to meet the demands of peak periods whilst continuing to deliver exceptional customer service**

Write about a time when you needed to be organised.

What did you do in order to make the situation work?

In past situations how have you increased your workflow to meet the demands of increased work pressure?

What can you do to make sure you maintain exceptional customer service when under pressure?

### **Criterion 5: Understanding of, or the ability to acquire, communication and presentation skills using the thematic interpretation technique to deliver guided tours to visitors.**

What do you think the skills required to carry out general tourism operations duties are?

How have you demonstrated these in the past?

Have you used point of sale systems, or reconciled monies before?

When and what was your role?

If not, do you think you could learn these skills and how?

### **Criterion 6: Understanding of, or the ability to acquire, skills required to carry out general Tourism Operations duties which include the use of point of sale computers and receiving and reconciling monies**

Describe what your understanding of thematic interpretation is.

How have you used it in the past?

What was the benefit of using thematic interpretation rather than another method?

If you have not used it, how would you go about gaining this skill?

Have you done something similar?