

APPENDIX 1: SAMPLE INTERVIEW QUESTIONS

Having a set of prepared interview questions that are designed to let the applicant talk is important to ensure you learn more about an applicant's background, their experience, competencies, and how they will fit within your organisation.

Asking all applicants the same set of questions allows a fairer process where every applicant receives an equal opportunity to shine.

These are sample questions for an interview:

Introductions	<ul style="list-style-type: none">• Introduce the interviewer(s), their role and ensure you make the applicant as comfortable as possible.
Interest	<ul style="list-style-type: none">• Why are you interest in the role?• How do you see yourself fitting into the role?• Do you have an interest?
Skills	<ul style="list-style-type: none">• Describe your strengths and weakness where you feel you may need more development• Tell me about a time that you were proactive in finding a solution to a problem• What are the most important elements to Customer Service, can you give me an example of when you delivered quality customer service• Can you give me an example of when you were proactive in showing initiative in the workplace?• Feedback is important to continuous improvement. How do you respond constructive feedback.
People	<ul style="list-style-type: none">• What are the best attributes of an exceptional employee?• How do you deal with stress?
Organisational fit	<ul style="list-style-type: none">• What are your values?• What do you know about us?
Questions	<ul style="list-style-type: none">• Do you have any questions for us?
Process	<ul style="list-style-type: none">• Thank them for their attendance and outline the next steps and any possible testing that may be required.

APPENDIX 2: INDUCTION CHECKLIST

Below is an induction checklist template you can use to ensure your new employee has been provided with the key information for them to start their job.

The employer confirms they have gone through the below aspects of the Induction Checklist with their new employee:

Office function

Facilities/Health and Safety

- Provided a tour of the workplace.
- Show the sign in/out processes, access cards.
- Shown their work area and where the kitchen, bathroom facilities and exit points are.
Provide a full health and safety briefing covering the evacuation plan, hazards or risks, the process for reporting hazards as well as ways to eliminate and minimise them.

Team intro/communications

- Introductions to their team.
- Assigned a workplace buddy who can answer day-to-day questions and help them to settle into the role.
Shown how to log into relevant IT systems, set up their phone voicemail, and email. Ensure they feel comfortable in their workspace and know who to go to if they need help.

Tools and equipment

- Shown the safety equipment and other tools needed to do their job and instructed on their use. Even if they have seen the equipment before, ask to see their certificates/licences (where relevant) and check safe use.

Personal

Employee benefits

- Received an outline of staff benefits including welfare (e.g. employee assistance programme), recreational (e.g. social clubs and teams), financial (e.g. staff discounts, health insurance).
- Cover any reward and recognition schemes and performance and pay review plans.
- Outline the necessary or appropriate training that the employee can expect to. As part of this process, sign them up to a MITO training programme if relevant
Agree performance expectations and the process for giving feedback and reviewing performance.

Documentation

- Provide forms and documentation for completion, such as payroll, tax, Kiwisaver, IT and emergency contact details
The employee has advised the employer of any special medical or learning needs they may have. This will be kept on their personal file and the Health and Safety rep advised.

Employer name _____ Date _____

Signature _____

Employee name _____ Date _____

Signature _____

SAMPLE