

SACRAMENTO STATE AQUATIC CENTER

CUSTOMER SERVICE WRITTEN INTERVIEW QUESTIONS

NAME: _____ PHONE #: _____
 EMAIL: _____ Other Phone: _____
 Where do you go to school? _____ Major: _____
 City/State of residence? _____

Job Requirements:

1. This position requires that you be at least 18 years old. If you are hired, can you provide legal proof that you meet the minimum age requirement?

2. Do you know how to use Microsoft Word & Excel? _____
 What is the extent of your experience with these programs? _____

What other types of computer programs have you used?

3. Are you able to perform the functions of the job? _____ (see job description)
 Can you lift & Carry 50lbs? _____ Limitations: _____

4. Some days you may help over 300 customers. This is a constant task of answering questions and giving direction on proper use of the equipment. What previous experience do you have working in a very busy environment? _____

5. Please outline any of your boating experiences or knowledge in the following areas?
 Sailing: _____
 Windsurfing: _____
 Canoeing: _____
 Kayaking: _____
 Water-Skiing/Wakeboarding: _____
 Jet Skiing: _____
 Rowing: _____
 Boating Safety and Power Boat Driving: _____
 Do you have any other boating experience?

6. What days and hours are you most available to work this summer?

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

7. Special events may require customer service representatives to stay late in the evening or arrive early in the morning. Do you have any problems working a schedule with variable hours?

If yes, Why? _____

8. Why is the Aquatic Center an attractive place for you to work? _____

9. The Sac State Aquatic Center would like to present the image that our establishment is professional yet comfortable. In order to do this a dress code has been implemented for the staff. The required dress code attached. Do you have any problem signing this contract? _____

10. Are you comfortable in front of large groups of people? _____

11. Do you have any of the following certifications? Circle those that you have and provide the expiration date.

CPR	Class B Drivers License	For Hire License	USA Water Ski Instructor	US Sailing Certification	USACK Canoe & Kayak
First Aid	Lifeguard Training	California Boating Safety Certificate	USA Water Ski Trained Driver	US Rowing Instructors Certification	American Red Cross Instructor?

Are there any other certifications you currently hold? _____

12. What other skill do you have that could prove to be an asset to you working at the Sac State Aquatic Center? _____

13. What does "sweat equity" mean to you? _____

Personal attributes:

14. Do you have experience in customer service? If yes, give a detailed explanation of your duties. _____

15. Why do you want to work here as a customer service representative? _____

16. What personal qualities do you have to contribute to our customer service position? _____

17. How well do you pay attention to detail? Rate yourself in this area on a scale from 1-10 and explain why you give yourself this rating. _____

18. How well do you work as a team member? Give a specific example of a time when collaboration with a group of people led to an effective solution to a problem. Describe how your ideas/involvement benefited the final decision.

19. There will be some instances where it will be necessary for you to make a creative decision to solve a problem. Give an example of a time when you have done this, and explain how your actions directly benefited the situation.

20. Please list job-related organizations, clubs, professional societies or other associations to which you belong.

21. Why should we hire you to be a part of the Aquatic Center's customer service representative staff? ____

I have read the Sac State Aquatic Center code of conduct, mission statement, core values, dress code, and job description of the job for which I am applying. I realize that I will have to test to verify my skills in the areas for which I could possibly be employed. I will also complete all necessary certifications prior to the first day of work. I am aware of the commitment that I will have to make if I am hired, and will carry out my job responsibilities with pride and enthusiasm.

Signature: _____ Date: _____