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| ***Field Operative Interview Questions: Experience*** | REF: | FRM.HRM.004 |

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| **A** | ***Applicant Particulars*** | | | | | |
| **Name** | | | |  | **Date** |  |
| **Position Applying For** | | | |  | **State** |  |
| **B** | ***Questions 1*** | | | | | |
| **Do you have any experience in the cleaning industry? If so, how long?** | | | | | | |
| *Identify length of time in industry.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **C** | ***Questions 2*** | | | | | |
| **If you enter a property and disarm the alarm panel but lights are flashing on the panel or an audible alarm is activated, what would you do?** | | | | | | |
| *Identify experience with alarm systems.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **D** | | ***Questions 3*** | | | | |
| **You walk onto a property and the carpet is very dirty and requires vacuum cleaning however when you check the extension cord it is damaged – what would you do?** | | | | | | |
| *Test OH&S awareness.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **E** | ***Questions 4*** | | | | | |
| **What are some brands of chemicals you have used to clean toilets in the past?** | | | | | | |
| *Knowledge of chemicals and usage?* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **F** | ***Questions 5*** | | | | | |
| **How would you remove ink marks such as from a pen from a desk or bench top?** | | | | | | |
| *Test industry experience and product knowledge.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **G** | | ***Questions 6*** | | | | |
| **How would you remove stick tape, adhesive or posters from glass?** | | | | | | |
| *Test industry experience and product knowledge.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **H** | | ***Questions 7*** | | | | |
| **How would you remove stick tape, adhesive or posters from Perspex?** | | | | | | |
| *Test industry experience and product knowledge.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **I** | ***Questions 8*** | | | | | | |
| **What equipment is needed for complete glass cleaning?** | | | | | | |
| *Test industry experience and product knowledge.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **J** | ***Questions 9*** | | | | | | |
| **What personal protective equipment would you wear to work on a construction site?** | | | | | | |
| *Test industry experience and understanding of PPE.* | | | | | | |
| **Comments:** | | | | | | |
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| **Rating (1-10):** | | | | | | |
| **K** | ***Questions 10*** | | | | | | |
| **List some things that should never be done with chemicals?** | | | | | | | |
| *Test understanding of chemical safety.* | | | | | | | |
| **Comments:** | | | | | | | |
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| **Rating (1-10):** | | | | | | | |
| **L** | ***Questions 11*** | | | | | | | |
| **Do you use bleach? If so what would you use it for?** | | | | | | | | |
| *Test understanding of chemical safety.* | | | | | | | | |
| **Comments:** | | | | | | | | |
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| **Rating (1-10):** | | | | | | | | |
| **M** | | | ***Questions 12*** | | | | | |
| **List some items that would need to be checked and cleaned in a washroom?** | | | | | | | | |
| *Test industry experience.* | | | | | | | | |
| **Comments:** | | | | | | | | |
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| **Rating (1-10):** | | | | | | | | |
| **N** | | ***Questions 13*** | | | | | | |
| **What would you check on the vacuum cleaner before operating it?** | | | | | | | |
| *Test understanding of OH&S.* | | | | | | | |
| **Comments:** | | | | | | | |
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| **Rating (1-10):** | | | | | | | |
| **O** | | ***Questions 14*** | | | | | | |
| **If you walk into a washroom and you find a bad sewer type smell, what do you think caused it and what would you do to fix it?** | | | | | | | | |
| *Test industry experience.* | | | | | | | | |
| **Comments:** | | | | | | | | |
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| **Rating (1-10):** | | | | | | | | |
| **P** | ***Questions 15*** | | | | | | | |
| **If you received keys and alarm codes to a property, how would you handle the keys and alarm codes?** | | | | | | | | |
| *Test industry experience and understanding of security protocols.* | | | | | | | | |
| **Comments:** | | | | | | | | |
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| **Rating (1-10):** | | | | | | | | |
| **Q** | | ***Questions 16*** | | | | | | |
| **What color pad would you use for general buffing of parquetry on a single disk polisher?** | | | | | | | | |
| *Test polisher operating experience.* | | | | | | | | |
| **Comments:** | | | | | | | | |
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| **Rating (1-10):** | | | | | | | | |

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| **R** | ***Questions 17*** | |
| **What color cloth would you use to clean a washroom, general areas and kitchen areas?** | |
| *Test understanding of OH&S and cross contamination.* | |
| **Comments:** | |
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| **Rating (1-10):** | |

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| **S** | ***Assessment Results*** | | | | | | | |
|  | | Maximum | Score | Minimum Points | Sub Total |  | % | Pass Rate |
| **Questions** | | 170 |  | 136 |  |  |  | 70 % |
| **Total** | |  |  |  |  |  |  |  |