

Well, in this case what you have is really a sort of mechanical approach to recruitment. So in many ways an interview situation like this where the time factor is critical is going to impose limitations on the interviewer. It's not going to be possible to explore the candidate's responses to great depth. In 30 minutes I think you can really expect to get through more about six or eight questions. The way I think I'd approach this would be to decide what are the critical skills areas to examine in the context of service industry positions. I say the first area is 'service awareness' – how good is the person going to be dealing with customers, how will he or she work within a team – next is 'security' and by that I basically mean trustworthiness. Then I think attitudes, authority and, of course, problem solving. So I would ask questions about those areas and then complete the interview with a question about career ambitions and one about how the candidate reacts under stress. I would evaluate each of the responses on a scale of 1-5.