

Well, in this case what you have is really a sort of mechanical approach recruitment. So in many ways interview situation like this where the time factor critical is going to impose limitations on the interviewer it's not going to be possible to explore the candidate's responses 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 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 trustworthiness. Then I think attitudes authority and, of course, problem solving. So I would ask questions about of those areas and then complete the interview a question about career ambitions and one about the candidate reacts under stress. I would evaluate each the responses on a scale of 1-5