

# Associate Staff Application Form

– Casual Work for 2012/2013

ULU

## 1. CASUAL POSITION

Please specify what casual position(s) you are applying for:

## 2. PERSONAL DETAILS

Surname:

Mr/Mrs/Miss/Ms:

Forenames:  
(in full)

Term Time  
Address:

Home  
Address:  
(if different)

Landline Number:

Home Phone:

Mobile Number:

Email:

College Attending:

Course  
Starts:

Course  
Ends:

Name of Course:

## 3. AVAILABILITY

Date Available to  
Start Work:

dd/mm/yyyy

No of  
Hrs pw.

Available Outside  
Term Time?

Yes ☐ No ☐ Maybe ☐

Please indicate the times of day you are likely to be available for work (if known) or, otherwise, indicate the days likely to be available.

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Morning							
Lunchtime							
Afternoon							
Evening							

## 4. ELIGIBILITY

Are you a  
UK/EEA?

Yes ☐ No ☐

If your answer to this question is 'No', please give details below of the terms on which you are able to live and work in the UK, including the nature of and expiry date of any visa.

Visa Terms (e.g. Student Visa –  
expires 31/07/15)

## 5. WORK HISTORY

Are you working currently?      Yes ☐ No ☐ :

In the box below, please give details of all working positions held in the last 5 years.  
Start with your current / most recent position and continue on a separate sheet if necessary.

Name and Address of Organisation	Dates (Month/Year)		Position Held/ Duties	Reason for Ceasing Work
	From	To		

Please give brief details of any relevant experience gained in a customer service role.  
This information may be probed further at interview.

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## 6. EDUCATIONAL HISTORY/QUALIFICATIONS

Please list any relevant courses/training you have undertaken which may relate to a customer service role (e.g. First Aid, computing, RSLL, YMCA Gym Certificate etc.	From	To

## 7. DISABILITY MONITORING

If you have a disability, please give brief details here:

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Please use this space to advise us of any reasonable adjustments you might need to the selection process or in order to undertake the work applied for:

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## 8. HEALTH AND RELATED INFORMATION

How many days have you been ill so as to be unfit for work in the last two years?

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Please use this space to notify us of any medical or similar condition which you believe we may need to be aware of (e.g. you suffer from a skin condition and are concerned that the work applied for may involve working with chemical irritants).

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## 9. REFERENCES

### CURRENT PLACE OF WORK

Please give the Personnel Manager/another suitable representative from your current place of work. If you are not working at the moment, please give details of a course tutor or someone else from whom we can gain a character reference.

Name

--

Address

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Post  
Code

--

Tel No:

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Fax No:

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Email:

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May we obtain the reference now?

Yes ☐ No ☐

### PREVIOUS PLACES OF WORK

Please give details of your last two places of work and who we may approach for a reference immediately without further reference to you.

Name

--

Address

--

Post  
Code

--

Tel No:

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Fax No:

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Email:

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Name

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Address

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Post  
Code

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Tel No:

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Fax No:

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Email:

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## 10. QUESTIONS

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### *How would you act in the following situations?*

This section has 16 questions; please answer all the questions by ticking the one most appropriate statement on how you would act in the following situations.

Please note your application will be invalid if you ☒ more than one statement for each question.

#### Question 1

**You answer a call from someone who wants to book a conference room. The department you are working in is not the department which deals with conference bookings. Would you:**

Tell the caller that the department you are in is not responsible for meeting bookings.	
Look up the conference departments telephone number and offer it to the caller	
Transfer the call to your supervisor, so that you can carry on with the work you are doing	
Tell the caller you are unable to help and to check out the details on our web site.	

#### Question 2

**A customer is enquiring about gigs held at ULU – but you do not know the answer to the question. Would you:**

Look up the information on the department notice board and answer it yourself	
Direct the customer to a colleague in your team who might know the answer	
Direct the customer to the department who deals with gig enquiries	
Ask a team leader to answer the query but pay attention to the conversation	

#### Question 3

**It has been a busy day and you are feeling tired and slightly “under the weather”. You have just finished a task involving complex duties, when the next customer approaches you. Would you:**

Try to sound as cheerful as possible while serving them	
Tell the customer that you need to take a break and you will be back in 5 minutes	
Serve the customer, hoping that they understand you are tired	
Direct the customer to your colleague who looks as if they can deal with it better	

#### Question 4

**A customer becomes abusive after you tell him that without the correct identification he cannot be allowed to enter. Would you:**

Forget about the customer and deal with the next one	
Worry about the customer for the rest of the day	
Talk to your supervisor about how annoying the customer was	
Talk to your colleagues about how annoying the customer was	

### Question 5

**Despite you explanation of the rules, a customer seems to be having trouble understanding the procedure. Would you:**

Repeat your explanation of the rules and procedures

Refer the customer to your manager

Check with the customer which aspects of the rules do not make sense to them

Attempt to find another way of explaining the rules to the customer

### Question 6

**A customer instantly asks for the supervisor. Would you:**

Call your supervisor straight away

Pass the customer to a colleague

Take details before deciding what to do

Re-assure the customer that you can help with their query, take full details and action the request

### Question 7

**At a departmental meeting with a number of managers and colleagues, a colleague puts forward a suggestion that you do not think will work. Would you:**

Keep your thoughts to yourself as only the managers should make decisions

Use your colleagues idea to make a suggestion that would be more suitable

Explain to your colleague both your concerns and the positives about the idea

Tell your team members that the idea is rubbish and why

### Question 8

**You are aware that you carry out duties slower than your colleagues on a regular basis. Do you:**

Do nothing as over all targets are being met

Rush through duties in order to appear to do as much

Observe colleagues to see how they manage their time

Approach your supervisor for ways of how to learn better techniques

**Question 9**

**There are a very high number of customers today, in the last hour you have dealt with 50 customers with complex requests. It is the last hour of your shift and there are still 15 customers waiting in the queue to be served. Would you:**

Take your time over the next few customers as you will be able to concentrate more

Take a break as you deserve it

Ask your colleague to deal with the next customer

Set yourself the target to maintain your current performance while being as polite as possible

**Question 10:**

**You are about to leave your position for a break, but a customer has asked you for something that will take approximately 10 minutes to do. This will also put the whole break pattern out of sequence. Would you:**

Pretend that you do not understand how to do it

Tell the customer that someone else will do it for them

Suggest they wait for the next person to deal with their query

Delay your break and help the customer

**Question 11**

**It is a relatively quiet day with ten minute gaps between each customer. Would you**

Read the ULU manuals to update your knowledge

Catch up with your team members on any gossip

Ask your supervisor about any new procedures or tasks that need to be done

Do some study for your course exam which you are taking the following day

**Question 12**

**It becomes evident to you that you may have some gaps in your knowledge of the job. Would you:**

Wait for your supervisor to spot these gaps and suggest some training

Bring these gaps to the attention of your supervisor and ask for some training

Delegate the duties that are complex to a colleague who is more proficient in them

Hope that no one notices that you have gaps in your knowledge

**Question 13**

**You have recently completed a training course that you felt provided you with valuable information and were relevant to your job. Would you:**

Share the content of the course and recommend it to your supervisor and colleagues during the next team meeting

Use the training information to increase your own personal targets

If opportunity arises share information with some colleagues

Provide feedback to the training team on how valuable and relevant the course was and how useful the course would be to others

**Question 14**

**You are serving a customer when you hear a colleague raising their voice whilst dealing with another customer. Would you:**

Try to attract their attention to see if everything is alright

Signal to your team supervisor to listen in to the conversation

Ignore the shouting as your colleague normally does this

Shout at the colleague to tell them that they are creating a bad atmosphere

**Question 15**

**It is coming to the last hour of a particularly difficult shift. The team has had some very difficult customers to deal with and it appears it is going to continue that way for the remainder of the shift. Would you:**

Ask your supervisor to leave early

Hope that you can hold it together for the next 60 minutes

Carry on as normal not to let the team down

Ask your supervisor for a break so you can compose yourself again

**Question 16:**

**You are serving a customer and you become aware that a colleague is giving what you think is incorrect advice to a customer. Do you:**

Ignore the information given as it is not your customer

Attract you colleagues attention and offer the correct information

Discuss the information given out with your supervisor to clarify who is right

Bring the situation up at the next team meeting

## 11. NOTES ON CASUAL WORK

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- ULU is not obliged to offer a minimum amount of work and Associate staff are not obliged to accept any work offered.
- Work is not guaranteed and may not be offered, or may be withdrawn if, at ULU's discretion, the need for it to be performed ceases or diminishes or is expected to cease or diminish.
- The nature and location of work determines the shifts available to be offered.

## 12. YOUR APPLICATION

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- The information in your application is held in confidence and used only for the purposes of selection and appointment for which it was provided.
- Applicants may be required to produce original documentary evidence of the information supplied in this application form.
- All University staff are required to produce evidence of identity and of your eligibility to reside and work in the UK in the capacity offered prior to commencing work for the first time.
- ULU regrets that, due to the volume of applications, we are unable to acknowledge receipt of your application and you may only be contacted and invited to attend for interview in the event that suitable shifts arise in your preferred areas of work.

<b>Please read the statement below and sign and date your application in the spaces provided:</b>				
I declare that the information contained in my application is accurate to the best of my knowledge. I understand that a false declaration may result in the withdrawal of any offer of work.				
<table border="1"><tr><td><b>Signature:</b></td><td></td><td><b>Date:</b></td><td></td></tr></table>	<b>Signature:</b>		<b>Date:</b>	
<b>Signature:</b>		<b>Date:</b>		

**Please return this application form to:**

Steve Harwood  
Recruitment Manager  
University of London Union  
Malet Street  
London WC1E 7HY

s.harwood@ulu.lon.ac.uk