

## Vervoe Interview Guide

# Online Grocery Delivery Driver

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment score (%)

HIGH

MEDIUM

LOW

Assessment Skills

Delivery driver, Customer Service, Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Delivery Driver</b>	<ul style="list-style-type: none"><li>• Full license with a good driving record</li><li>• Knowledge of the city metro area is highly desirable</li><li>• Confident in working alone</li><li>• Confident in planning routes</li></ul>			
<b>Questions</b>				
	What drivers licence do you have? Do you have any demerit points? Do you have any conditions on your licence?			
	Tell me about the routes you have planned, what factors do you take into consideration?			
	Tell me about a time where you have made a mistake in your previous driving role. What happened, what did you do, and how did you correct the mistake?			

Comments

# Customer Service

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Customer Service</b>	<ul style="list-style-type: none"><li>• Prioritizes customer service and has a customer-centric mentality</li></ul>			
<b>Questions</b>				
	Describe a time where you have put the customer first.			
	What does good customer service look like to you in this role?			
	How would you handle a customer who wasn't happy with their delivery?			

Comments

# Safety

Competency/Skill	Candidate with this will display	Low	Medium	High
<b>Safety</b>	<ul style="list-style-type: none"><li>• Prioritizes safety above all else</li><li>• Thinks about safety in all aspects of the role</li><li>• Carries out safety checks prior to driving</li><li>• Assesses safety of customer's houses for delivery</li><li>• Reports safety incidents and near misses</li></ul>			
<b>Questions</b>				
	Tell me about a time where you have prioritized safety in your job.			
	In what sort of situations would you not complete a delivery due to safety?			
	What safety checks do you carry out prior to driving or completing a delivery?			

## Comments