



*Everyone's London 2012*



## **Hints and Tips for Matching and Screening to Games Time Jobs**

### **Knock Out Factors**

Always check the job description thoroughly to identify skills or experience listed as essential. These are commonly known as “knock out factors”. If the applicant does not have them - they will not be accepted and you are wasting the candidates and employers time by referring them. E.g. must have a current clean driving licence.

### **The Right Motivation**

Make sure that the candidate has a realistic understanding of the job they are applying for. Test their motivation by detailing the negatives of the job as well as the positives e.g. shift work, long hours, high pressure, hot working environment etc. Give them the opportunity to “opt out”.

Ask the candidate why they are applying for the position to ensure their motivation is good. Be cautious of answers like “I didn’t get any tickets so I thought this was the best way to get into the Games”.

### **Customer Service and Team Work**

All games time jobs require a high level of customer service and people skills. Ask the candidate to give you examples of their experience that demonstrates skills in this area. They do not need to be work examples. They can be examples from social activities or voluntary work.

### **Physical Appearance**

Personal hygiene and appearance is an important consideration. The candidate should arrive at the assessment with dress and appearance appropriate to the job they are applying for. Candidates do not all need to be wearing business suits but people meeting the public need to clean. This is particularly important to catering positions.

### **Communication**

All Games time jobs will require good communication skills. Observe how the candidate interacts with other people at the assessment session. Is he/she polite and willing to engage with others? Can they understand written and/or the verbal instructions to a level that is appropriate to the job they are applying for? Can they make themselves clearly understood in the group and one to one?