

GETTING STARTED

- All interviews are conducted by teams of two.
- Based on compatibility, a file will be brought to you by one of the registration team.
- Review the file immediately, so that you are familiar with the nominee and where they work before they arrive at your station. If you believe there is a conflict of interest in interviewing the assigned nominee, let us know immediately and a new file will be assigned to you.
- A conflict of interest would arise if either interviewer: a) works with b) knows the nominee personally or professionally c) recalls interviewing previously d) or is related to the nominee
- Kindly refrain from having your cellphone, or food on the table during interviews.
- Nominees will be escorted to your station, please rise and greet the nominee with a smile and a handshake – offer them water, and do your best to help them relax. Congratulate them on being nominated.
- This is not an exam, please remind the nominee that there are no wrong answers.
- Interview each nominee to the best of your ability.
- Nominees may ask who nominated them, simply advise them that nominations are anonymous
- Interviews are booked every 30 minutes throughout the day, if you take longer than that allotted time, that's fine, but please remember there are other nominees waiting, so we encourage you to keep the personal conversation to a minimum.
- If the nominee has a translator/friend with them, you'll be alerted, and a second chair will be provided. Please ensure you speak to the nominee directly, the translator/friend is there to assist with understanding or verbalizing answers only not answer for them.
- Remember to give nominees a '**Congratulations, you're a SEMI-FINALIST**' card. Everyone that completes an interview is a semi-finalist. They won't know if they are a finalist or a winner until the live Awards show on May 15th.
- If they have more questions about the Awards, please direct them to the registration table.

If it's clear the interviewers are having fun, it creates a much more relaxed atmosphere where the candidate will feel more comfortable sharing information with you. Make it fun!

QUESTIONNAIRES

- Each category has its own standardized questionnaire.
- The questions have been designed to allow nominees to best tell their story and the order is designed to build up to the more detailed or difficult questions.
- Some nominees may not have English as a first language, use your discretion to paraphrase or explain a question in your own words but do NOT stray from the original intent of the question
- Interviewing a nominee with the wrong questionnaire can affect their ability to move forward as a finalist.
 - LEAD BY EXAMPLE (green)
 - FOH (pink)
 - BOH (blue)

- VOLUNTEER (purple)
- If you feel that the nominee is in the wrong category, please **stop immediately and come to the registration desk** to confirm. If you have the wrong questionnaire, please **stop immediately and come to the registration desk** to confirm.
- If a nominee brings personal items/awards to help tell their story, please make a note of them on the questionnaire or folder. Unfortunately, we can't keep originals.
- **DO NOT** stop recording answers for any reason; should you feel that a nominee is not worthy of an interview, please complete the process and then come to the registration desk to discuss your concerns.
- Incomplete questionnaires may result in nominees not moving forward in the process.

To make sure you have the right questionnaire, you can cross reference the number on the file with the numbers on the front page of each questionnaire.

COMPREHENSIVE NOTES ARE CRUCIAL

- Remember MANY eyes will read your notes and they are crucial to winner & finalist selection. It would be terrible if we missed a golden candidate simply because we couldn't read your praises - please **PRINT/WRITE** legibly.
- Capture as much information as possible - point form is very effective but please remember that the story needs to be told in a coherent style – with no frame of reference, a shopping list of single words may not convey enough information.
- Your comments will be taken directly from the questionnaires and used in the winner bios and voiceovers in the live Awards show.
- Push the nominee outside of their 'talking about themselves' comfort zone. They are here to talk about themselves not their teams. Avoid generic examples like "when it's busy, we all go and help clear tables". Look for stories that start with "There was this one time..."
- Don't settle for what is a reasonable expectation of the nominee's job – i.e.: helping a teammate when they are busy may make them a good employee or colleague, but does it make them truly White Hat Worthy?
- Please take the time to review & discuss your notes at the end of each interview or session; whichever allows you to recall and record answers in the most detail.
- The interviews are scheduled by category so that by interviewing several nominees from the same category you can create your own benchmark for scoring.
- Please ensure you score accurately when reviewing the file. While you can change a score at any time at the station, once the file is handed in, the assigned score is permanent. If you miss assigning a score to a question, it will affect the nominee's final score as it will be recorded as a zero.
- If you think someone is worthy of a white hat, and you're giving them top marks – great, chances are we'd love them too but please ensure you are recording enough information to justify the score(s) you award.

Ask yourself what would motivate you to visit a restaurant? Perhaps you heard one of the servers saved a kitten from a burning building, or the server knew could tell the menu back to front, recommended wines and desserts, and made your meal a truly remarkable experience