

CROSSROADS

Coffee & Ice Cream

Today's Date:

Last Name: First Name: MI:

Contact phone #s:

- Home:
- Cell:

Address:

City: State: Zip:

If under 18, please list your age:

Birthday:

How many hours per week are you interested working?

Can you work? Please circle all that apply:

Nights

Holidays

Weekends

All

Do you have any ailments, physical limitations that would make it difficult to carry out workplace activities such as standing for long periods, lifting heavy trash bags, bending down to reach for milk, etc.? If so, explain:

Why do you want to work at Crossroads?

How did you hear about us? Circle those that apply:

Crossroads Team-mate

Friend

School

Internet

Magazine

Other

Where are you from originally?

What do you like most about Richmond?

What do you like least about Richmond?

Do you like to travel? Y or N

Please tell us about some of your favorite places that you've visited and why:

What are your life goals:

Short term:

Long term:

Where does Crossroads fit into this picture? (i.e., just passing through, supplemental income, gain experience, etc.):

Please describe any relevant work experience (restaurant, coffee house, kitchen, catering, etc.), the role(s) you have had and how your experience can benefit the Crossroads team:

On a scale of 1-10, 10 representing the optimal experience, please rate your work experience in a customer service environment:

1 2 3 4 5 6 7 8 9 10

Please give an example of good customer service/hospitality that you have offered, a time when you might have gone the extra mile for the customer:

Describe what makes a great work environment (i.e., management style, pace, team members, etc.)?

We set an expectation with our staff that they bring to work with them a special level of positive/high energy to the job. We like to think of our jobs as more like theater than we do just serving beverages and food from a coffee house. This requires that our employees leave the "drama" of their personal lives at the door and step into our "center stage" within Crossroads. We also expect a warmth and friendliness from you as you relate to customers and other employees. With this in mind, strong communication skills are important.

As it relates to the latter, please answer the following questions on a scale of 1-10, with 10 being optimal:

Your energy level:

1 2 3 4 5 6 7 8 9 10

Your ability to see the "positive" in the "negative":

1 2 3 4 5 6 7 8 9 10

Your ability to convey warmth and friendliness to others...friends and/or strangers:

1 2 3 4 5 6 7 8 9 10

Your patience with others/stressful situations:

1 2 3 4 5 6 7 8 9 10

Your ability to work within a "team" dynamic:

1 2 3 4 5 6 7 8 9 10

Have you ever held a position that required you to manage employees? Y OR N

If you answered yes to the above question, please give us an example of when you had to approach a difficult employee about an unpleasant situation; how did you handle the matter? What, if anything, would you have done differently?:

What makes a great manager?

Do you have a favorite manager/favorite job? What made the manager/job special to you? Please describe:

Have you ever held a position that required you to conduct back office responsibilities such as managing payroll, creating schedules, designing menus, making bank deposits, etc.? Please describe:

On a scale of 1-10, 10 being optimal, how would you rate your organizational skills as they relate to the above experience:

1 2 3 4 5 6 7 8 9 10

Tell us more about yourself:

Pick one restaurant, bar or coffee house you have been that you think does an outstanding job with their hospitality, staff, environment, etc. and tell us why you like that place:

In three sentences or less, what is your favorite snack at the moment, favorite band and best movie that you've seen recently?

Do you smoke? Y OR N

Can you go longer than two hours without a smoke break? Y OR N

Do you prefer: a book OR a movie

If you were an animal which would you be? Maybe you would be an insect!? Please explain your choice:

If you were a musician, would you prefer to achieve world-wide success as a jazz, blues, rock, bluegrass, country, electronic artist? Please choose and tell us why:

Please list your three best assets as an individual:

- 1.
- 2.
- 3.

Please list your three best assets as an employee:

- 1.
- 2.
- 3.

In three words or phrases, please list what you would consider the three most important aspects of good customer service:

- 1.
- 2.
- 3.

Would you describe yourself as an: Introvert OR Extravert

At Crossroads, we like to heap praise on our staff when they are doing something well. However, in the event that we would need to correct a behavior or an attitude, how do you respond to such coaching and/or constructive criticism:

Positively Negatively Don't Know

Please supply us with your work-related references:

<i>NAME OF EMPLOYER</i>	<i>MANAGER NAME</i>	<i>PHONE</i>	<i>EMPLOYMENT DATES</i>	<i>JOB TITLE/POSITION</i>

Can we contact these references? Y OR N

Have you ever been fired from a job? Y OR N

If so, please explain:

When is the best time to reach you? AM OR PM, WEEKDAY OR WEEKEND

Thanks so much for applying with us. We appreciate your time and interest.