

**WESTGATE RESORTS**  
Hiring Leader Interviewing Toolkit



**Housekeeping**

Role Specific Interview Guide

## Housekeeping Role Specific Interview Guide

This guide contains questions designed to help identify if a candidate has the skills and knowledge needed to succeed in a guest centered role. You are asked to decide if the candidate's answers indicate they have the skills and understanding to be successful in the role.

To prepare this role specific guide, we interviewed several Westgate housekeeping leaders to learn strategies for selecting and hiring high quality team members. Some of the feedback they shared:

- Eliminate any distractions, you must be present and paying attention to your interviewee
- Consider candidates without experience, the right attitude can be molded into what you need
- Be honest about the demands of these roles, such as 'we stay until the work is done'
- Do your best to have a conversation with the candidate, build a rapport
- Read the candidate, their body language, and facial expressions to identify who fits
- Pay attention to people who are unintentionally positive in how they spin their experiences

Occasionally, you may interview a candidate who isn't a good fit for a Housekeeping role, but they have potential for another position at your resort. When this happens, ask the candidate if they would like to interview for other positions at Westgate. If they say yes, refer the candidate to other managers or your resorts management team.

### Instructions

Before interviewing any candidates, select scenario A or B along with two or three questions from the list below to ask **all** interviewees.

As with the Hourly Interviewing Guide, ask probing questions if you don't have enough information to rate the answer. For the chosen scenario, you should note enough of the key elements from the answer provided to rate the candidate's response.

Rate responses to the questions selected from the list on a scale from 1 to 5.

### Scenario A

It's the middle of a busy shift. As soon as you finish cleaning one of your assigned rooms, you get notified a guest has arrived two hours early, and they are on resort property, waiting for their two-bedroom unit to be cleaned. This is a priority.

You enter the room and its very warm inside, so you check the thermostat. It's blank. You also realize you don't hear any appliances running. The a/c is fine in the unit next door.

What do you do?

**Scenario B**

Westgate awards our housekeeping team members points for cleaning responsibilities. You're a new housekeeper and you keep missing your daily points goal by 2 points.

What are things you would try doing to make your points goal?

**Notes**


Guest Servicing Questions	Rating				
What do you consider to be most important skill(s) for a house staffer to have?	1	2	3	4	5
(If experienced) What were your responsibilities and tasks in your last role?	1	2	3	4	5
What do you consider the most challenging part of being a housekeeper?	1	2	3	4	5
How do you handle a demanding schedule of cleaning rooms?	1	2	3	4	5
What do you do keep the job interesting?	1	2	3	4	5
How do you handle special requests from guests?	1	2	3	4	5
What strategies do you use to clean rooms quickly or efficiently?	1	2	3	4	5
What would you do if your supervisor isn't pleased with your work after you cleaned a guest room?	1	2	3	4	5
What are the strategies you use to endure your rooms 'shine'?	1	2	3	4	5
What experience do you have working with housekeeping software?	1	2	3	4	5

