

WESTGATE RESORTS
Hiring Leader Interviewing Toolkit



Security

Role Specific Interview Guide

Security Role Specific Interview Guide

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:

- It is important to assess a candidate's cognitive ability
- Do they pay attention to detail?
- Do they interact well with others?
- Looking to find nice people who can handle and deescalate difficult situations
- Does the candidate have investigative skills and/or experience writing reports?

Occasionally, you may interview a candidate who isn't a good fit for a Security 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 11:15 on a weeknight and the resort is quiet. You take a call about loud music coming from one of the rooms and go to investigate. Loud music can be heard in the parking lot as you drive over to the building. You hear several people inside as you walk up to the door. The first knock on the door is ignored. Your second knock is louder 'Security.'

A teenage boy opens the door, and you ask him if you can talk to the adult in the room. "She's not here. My mom rented the room for us to celebrate graduation this week." You observe 5 teenagers in the room, all drinking beers. The drinking age in your state is 21. None of these guests appear to be of legal drinking age.

You tell the boy to turn the music down. He says he will and closes the door while someone else turns the music down. What else would you do in this situation?

Scenario B

Mr. Davis, a resort guest, has rented a golf cart several times during his stay. He is observed by others on multiple occasions speeding and driving the golf cart recklessly, but you have not personally witnessed the infractions.

While conducting a drive around the property, you come upon a golf cart unattended. It appears to have damage to the front bumper and a speed limit sign is now on the ground. How do you handle this discovery?

Notes

Security Related Questions		Rating				
What are the most important skill(s) for a security officer to have?		1	2	3	4	5
(If experienced) What were your responsibilities in your last security role?		1	2	3	4	5
What do you consider the most challenging part of being a security officer?		1	2	3	4	5
What would you do in an aggressive situation?		1	2	3	4	5
What is your experience presenting or testifying in court?		1	2	3	4	5
A guest slipped when they got out of a jacuzzi tub. What information do you need to gather?		1	2	3	4	5
How would you remove a dangerous person from a building/resort property?		1	2	3	4	5
What is the most challenging situation you have experienced as a security officer?		1	2	3	4	5
What do you consider your greatest strength as a security officer?		1	2	3	4	5
Tell me about your experiences collaborating with police?		1	2	3	4	5