

NAME _____

POSITION APPLYING FOR _____

DATE _____



Thank you for applying for employment at Longfellows Hotel, Restaurant, and Conference Center.

Our Mission

We are committed to constant and never ending improvements in the quality of our guests dining experience, as well as the quality of life of our employees.

Longfellows Hotel, Restaurant, and Conference Center is a full-service restaurant committed to 100% Customer Satisfaction. We offer each and every guest our "**Unconditional Guarantee**", so they will visit us again and again. The success of our business depends on the quality of our staff; therefore, we are looking for individuals who sincerely enjoy people who like to have fun while learning new and different skills.

If you are interested in working with us, there are certain policies Longfellows Hotel, Restaurant, and Conference Center expects all employees to uphold:

- ❖ To greet and serve all customers with a smile
- ❖ To treat all customers, as well as co-workers, in a courteous, friendly and helpful manner.
- ❖ To "**Unconditionally Guarantee**" our customers a top quality meal, served in a timely manner, in clean surroundings.
- ❖ To report to work on time, and occasionally work extra hours as needed.
- ❖ To report to work according to Longfellows Hotel, Restaurant, and Conference Center's dress standards which may include a clean and pressed uniform.
- ❖ To maintain high standards of personal hygiene.
- ❖ To treat co-workers with respect and work as a team with men and women of different ages, races and backgrounds.
- ❖ To follow all written job procedures related to preparing food and serving customers.
- ❖ To make a conscious effort to keep restaurant and surrounding grounds clean and free of debris.
- ❖ To maintain a high energy level while working.

PRE-EMPLOYMENT SURVEY

1. What does the term customer service mean to you? Tell us your personal philosophy.
2. Describe the kind of restaurant/inn you would like to own and why.
3. A very high percentage of restaurants fail, why do you think that is?
4. How would your best friend describe you?
5. What do you think are some of the qualities we look for when hiring food service employees?
6. What qualities do you enjoy in people?
7. What did you like most and least about the last (or current) restaurant or Inn you worked in?
8. What do you do for fun?
9. Which do you consider more important in a restaurant: courteous, prompt service or a quality product?
10. How would you define a good work atmosphere?
11. Tell us about your family?

These are some situations that could arise. How would you handle them?

1. It's 5:00PM and your shift is scheduled to be over, however, your replacement has not yet arrived. What do you do?

2. You wake up in the morning not feeling well, but are scheduled to work that evening. What do you do?

3. You are sharing the work-load with another employee, who is not doing their fair share. How do you handle the situation?

State any additional information you feel may be helpful to us in considering your application.

APPLICANT'S STATEMENT

I certify that answers given herein are true and complete to the best of my knowledge.

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision. I understand that this application is not and is not intended to be a contract of employment.

In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also that I am required to abide by all rules and regulations of the company.

Signature of Applicant

Date