



Employee Application Form & Questionnaire

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Introduction

Wash n Shop is Australia's largest professional car cleaning franchise. Our objective is to provide a convenient and high-quality service, utilizing elite automotive cleaning products and techniques, carried out by trained technicians with a customer service philosophy.

To meet and maintain these standards, we require team members that have a willingness to learn our proven system, who believe in maximum customer service, and who have a keen eye for detail. Wash n Shop team members must also have self-discipline, motivation, total honesty, good presentation and above all - energy for life.

Wash n Shop enforces the highest customer service level no matter how testing the situation. We don't just believe in "the customer is always right" philosophy, we wrote it.

We pride ourselves on caring for each other and looking after each others' needs. We are here to listen to you and your needs as an individual. Our team members respect their work environment and know that it's not just a place to wash vehicles.

Wash n Shop can provide both secure employment and business opportunities within its ever-expanding network. That's probably why more than half our franchisees started out as staff.

So if you're interested in joining a fast-paced and energetic squad... please read carefully the attached document, then sign and return by the due date.

wash n shop.



Employee Application Form

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PERSONAL DETAILS

PRIVATE & CONFIDENTIAL

This application form does not obligate Wash n Shop to you in any way. Please complete this form in your own handwriting. Information contained in this application will not be disclosed to third parties.

Name: First _____ Second _____ Last _____

Address: Number _____ Street _____

Suburb: _____ Post Code _____

Telephone: Home: _____ Work: _____ Mobile: _____

Occupation: _____ **Drivers Licence #:** _____

Date of Birth : _____ **Health:** Good Fair Poor **Marital Status:** S M D Other

Describe any disabilities or limitations including Work cover claims, spinal injuries, back pain, any other medical disorders:

List any hobbies, community activities, sports or other interest:

Education

Describe any relevant formal training in Sales, Retailing Management or other areas:

Name of last place of learning:

Type of course:

Personal qualifications, degrees or diplomas:



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EXPERIENCE

Present Occupation _____ Date Commenced _____ Position _____

Company _____ Address _____

Describe duties, number of persons supervised and responsibilities:

Previous employment and business experience, most recent first. (Please show exact name and address.)

	Dates	Employer	Address	Type of Business	Position	Phone
From						
to						
From						
to						
From						
to						
From						
to						
From						
to						

Personal references

Name	Address	Phone

(please attach copies)

- | |
|---|
| 1. Personal, business and work references |
| 2. Resume |



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I, the undersigned, declare that the information provided by me in this application is true and correct to the best of my knowledge.

Signature _____ Name _____

Signed on the _____ day of the Year _____

Signed by in the presence of _____ Witness Signature _____

Other relevant information.

Office Use Only

Report :

References :

Certified? Yes No Signature _____ Date _____



Questionnaire

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1. Have you worked in a carwash before? Yes No
2. Have you worked in a Wash n Shop or Crystal Car Care location before? Yes No
3. Are you aware of the working conditions and demands of this industry? Yes No
4. Are you available to work at least 3 full days/week? Yes No
5. Do you have a personal bank account open? Yes No
6. Do you have a Tax File Number? Yes No
7. Do you have a current Victorian Driver's Licence? Yes No
8. Do you consent to a Police Check of your history? Yes No
9. What do you think is meant by the term 'customer service'?

10. Give an example of good customer service.

11. Do you believe in change and why?

12. How do you cope with stress?

13. How do you motivate yourself?

Questionnaire

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14. Do you believe in self-discipline and why?

15. What was the reason for leaving your last place of employment?

16. What do you consider your best trait/characteristic?

17. Where do you see yourself five years from now and how do you plan to get there?

18. What do you believe are your weaknesses and how can you overcome them?

19. What do you believe are your strengths are and how can you improve them?

20. What is the most responsibility you have had?

Questionnaire

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21. Could you manage a team and why do you think you could?

22. Why do you think presentation is so important?

23. Do you see a positive future for Wash n Shop? If so, what role could you see yourself playing in that future?

24. What moral and ethical values do you believe are important for a Wash n Shop employee?

25. What do you believe a uniform should signify?

26. Why do you believe you are the right person to join our team?

27. What would you do if a customer became abusive towards you because you had not finished their car in the time that you had specified when they had dropped it off? How would you handle the situation?

Questionnaire

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28. What angers you most?

29. If a customer told you to vacuum everything that was on the floor even the 5 cent pieces, would you do that?

30. A customer asks you to throw everything that is on the floor of their car in the rubbish bin, would you?

How do you think?

Scale

- 1 = Never true of me
- 3 = Sometimes true of me
- 5 = Half yes/half no
- 7 = Usually true of me
- 10 = Always true of me

(Please answer the following questions. If a question does not apply, think of how you might respond)

1. _____ When someone says, "I need to talk with you right away!", I get nervous and begin to wonder what I did wrong.
2. _____ If fifty people told me I did a good job, but one person did not like what I did and was critical, the discouragement from the one person would be greater than the encouragement of the fifty.
3. _____ My tendency, when I am in a disagreement with another person, is to give in and say to myself, it really doesn't matter anyway.
4. _____ I constantly seek affirmation from those who are closest to me.
5. _____ When I'm asked to help a friend or relative, and I need to say no for legitimate reasons, I feel guilty.
6. _____ I am the one who usually says "I am sorry."