

# application for employment

Please ensure you complete all areas of this form clearly in blue or black pen

First Name: \_\_\_\_\_

Last Name \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Postcode: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Mobile Phone: \_\_\_\_\_

Date of Birth (Optional): \_\_\_\_\_

**Are you an Australian resident?**

Yes

No

**If no please list visa details:**

Type: \_\_\_\_\_

Number: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

**Position applying for:**

Food and Beverage

TAB

Kitchen

Front Office

Gaming

Bottleshop

Chef

Housekeeping

**What type of employment are you seeking?**

Full Time

Part Time

Casual

**Are you willing and able to work a variety of shifts over a 24 hour roster, 7 days a week, including weekends and public holidays?**

Yes

No

**Please indicate your availability for work:**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY

**What is your preferred work location?**

Caulfield

Zagame House

Head Office

**How many hours a week are you looking to work:**

Less than 10

10 - 20

20 - 30

30+

# application for employment

What is your current health at present?

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Have you any known physical, medical or other conditions which may affect your ability to carry out the inherent requirements of the position applied for?

Yes  No

If yes please detail:

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Have you ever been, in Victoria or elsewhere, convicted of an offence or found guilty of a criminal offence?

Yes  No

Is there any charge pending against you in respect to any offence? (Excluding minor traffic offences)

Yes  No

Please outline why you think you would be a suitable employee for Zagames:

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## Education Details:

Please list most recent education first:

Secondary School / University / Professional Institution	Year From	Year To	Highest Standard Passes or Certificate / Diploma / Degree Obtained

Are you currently studying?  Yes  No

If so what course and when are you expected to complete this course?

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## Training Details:

Please list any additional training or courses you have undertaken (e.g. RSA)

Course:	Year:	School / Institution / Tafe

# application for employment

## Employment History:

Please list most recent position first:

### Company 1 Details:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Positions held:

Position:	From	To:

Reason for Leaving:

\_\_\_\_\_  
\_\_\_\_\_

### Company 2 Details:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Positions held:

Position:	From	To:

Reason for Leaving:

\_\_\_\_\_  
\_\_\_\_\_

### Company 3 Details:

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Positions held:

Position:	From	To:

Reason for Leaving:

\_\_\_\_\_  
\_\_\_\_\_

# application for employment

## Business / Personal References:

Name:	Position Held:	Contact Number:

I declare that the information I have given is true and complete and that I have not withheld any information which may adversely affect my suitability for employment.

I understand and agree that any offer of employment is based to me or gazetted to me by the company.

I understand and agree that any offers of employment is based upon accuracy of information contained herein, and that any misinterpretation of facts or material omission could be cause for instant dismissal.

I understand that I will be expected to be available to work over a 24 hour day, 7 day a week roster including public holidays.

We advise that a failure to disclose or the making of a false or misleading disclosure, would disentitle you to compensation pursuant to the Accident Compensation Act 1985 should you suffer any reoccurrence, aggravation, acceleration, exacerbation or deterioration of your pre-existing injury or disease arising out of or in the course of, or due to the nature of employment with the Zagame Corporation will rely upon failure to disclose in accordance with the provisions of the Accident Compensations Act 1985 as grounds for denying compensation in accordance with Sections 82(7) and (8).

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

# customer service test

Describe what you perceive to be exceptional customer service?

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Describe a time where your customer skills were put to the test? How did you deal with the situation and if the situation occurred again how would you deal with it?

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How would a customer describe you?

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What do you believe to be the most important factors when working with a team?

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# customer service test

What do you feel you have to offer Zagame's?

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What are you looking for in a workplace?

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Is there anything else you think we should know about you?

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# telephone reference check

**Purpose:** A reference check is a valuable tool in the recruitment process to verify facts and obtain additional information about the candidate. All sections should be completed to be considered a valid reference. Indicate N/A if the question is not applicable.

Applicant Name: \_\_\_\_\_

Date of Reference Check: \_\_\_\_\_

Person Checking Reference: \_\_\_\_\_

Reference Name: \_\_\_\_\_

Reference Organization: \_\_\_\_\_

Relationship to Applicant: \_\_\_\_\_

Dates of Employment: \_\_\_\_\_

Position(s) Held \_\_\_\_\_

Position(s) Held: What was the nature of the applicant's job?

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## Please rank the candidate based on the following areas:

Punctuality	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Reliability / Dependability	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Presentation	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Leadership	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Communication	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Team Work	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Complaint Handling	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Ability to assume responsibility	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Respond to direction	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Ability to follow instruction	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A
Quality of work	<input type="checkbox"/> Poor	<input type="checkbox"/> Fair	<input type="checkbox"/> Very Good	<input type="checkbox"/> Excellent	<input type="checkbox"/> N/A

## Additional Questions:

Were there any disciplinary actions? Please explain:

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Were there any performance issues? Please explain:

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# telephone reference check

What are the candidate's strong points?

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What are the candidate's weak points?

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If given the opportunity, would you re-employ this individual?

Yes

No



# cash handling test

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Please answer the questions below.

There is no time limit. Please use the blank sheet provided for any notes.

## Question 1:

A customer purchases the following:

1 pot of beer	\$4.20
1 scotch and coke	\$4.90
1 glass of diet coke	\$2.80

Total:

## Question 2:

Add the following:

\$10.00	\$20.00	\$100.00	\$0.50
\$5.00	\$4.20	\$70.25	\$0.25
\$2.00	\$0.60	\$5.00	\$0.30
\$0.20	\$0.05	\$2.20	\$0.05
\$	\$	\$	\$

## Question 3:

Subtract the following:

\$10.00	\$20.00	\$100.00	\$0.50
\$2.60	\$7.80	\$27.00	\$0.25
\$	\$	\$	\$

## Question 4:

Divide the following:

$100 \div 3 =$

$70 \div 2 =$

$5000 \div 5 =$

$10000 \div 10 =$

## Question 5:

Circle the set of numbers that are the same:

32536	8936	1011351	2489461	111589
32536	8963	1011351	2484961	111589

## Question 6:

A customer is playing a \$ 0.05 cent poker machine, and has won 100 credits. The customer wishes to cash this in. How much money does the customer win?

\_\_\_\_\_

# cash handling test

**Example for next series of questions:**

The customer gives you a \$2.00 coin. How much change do you issue the customer?

Amount of Sale : \$1.65                      Amount Paid : \$2.00

If the Amount of Sale is \$1.65 and the Amount Paid is \$2.00, the correct change is \$0.35. To get it right, you would put a 1 in the \$0.20 box, a 1 in the \$0.10 box and a 1 in the \$0.05 box.

\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05
			1	1	1

**Question 7:**

The customer gives you a \$5.00 note. How much change do you issue the customer?

Amount of Sale : \$2.45                      Amount Paid : \$5.00

\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

**Question 8:**

The customer gives you \$70.00. How much change do you issue the customer?

Amount of Sale : \$57.05                      Amount Paid : \$70.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

**Question 9:**

The customer gives you \$500.00, How much change do you issue the customer?

Amount of Sale : \$414.80                      Amount Paid : \$500.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

**Question 10:**

The customer gives you \$200.00. How much change do you issue the customer?

Amount of Sale : \$164.85                      Amount Paid : \$200.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

# cash handling test

**Question 11:**

The customer gives you a \$100.00 note. How much change do you issue the customer?

Amount of Sale : \$37.80

Amount Paid : \$100.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

**Question 11:**

The customer gives you a \$50.00 note. How much change do you issue the customer?

Amount of Sale : \$2.75

Amount Paid : \$50.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

**Question 12:**

The customer gives you \$40.00. How much change do you issue the customer?

Amount of Sale : \$24.85

Amount Paid : \$40.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

**Question 13:**

The customer gives you a \$50.00 note. How much change do you issue the customer?

Amount of Sale : \$12.75

Amount Paid : \$50.00

\$100.00	\$50.00	\$20.00	\$10.00	\$5.00	\$2.00	\$1.00	\$0.50	\$0.20	\$0.10	\$0.05

Thank you for your participation.