



JAGUAR LAND ROVER EXPERIENCE
TOUR HOST RECRUITMENT

APPLICATION FORM

Thank you for expressing an interest in working with CSR/Jaguar Land Rover Experience. This Application Form is the first part of the recruitment process. There are three mandatory sections to be completed in full and the text boxes will expand to accommodate your responses. The first section collects basic information about you, the second section asks for details of your employment history and the third asks you to reflect on your experience and your suitability for this role. There is a fourth section which collects information on diversity. Provision of this information is optional and will be used for monitoring purposes only.

SECTION 1

Name						
Address						
Telephone						
E mail address						
Gender	Please select...					
Nationality						
Are you eligible to work in the UK?	Please select...					
Do you consider yourself to have a disability that requires support in the workplace?	Please select...					
If yes, please provide details of disability and support required						
1.1	Which of the following sites are you applying to work at?					
	Yes	No		Yes	No	
Liverpool	<input type="checkbox"/>	<input type="checkbox"/>	Wolverhampton Engine Plant	<input type="checkbox"/>	<input type="checkbox"/>	
Solihull	<input type="checkbox"/>	<input type="checkbox"/>				
Castle Bromwich	<input type="checkbox"/>	<input type="checkbox"/>				
1.2	Please select the type of driving licence you currently hold			Please select...		
1.3	Do you have any motoring convictions (including fixed penalty endorsements or anything pending) in the last five years?			Please select...		
	If yes, please provide details					
1.4	If you are currently employed, please state your notice period					
1.5	Please state your salary expectations					

SECTION 2 – EMPLOYMENT HISTORY

Please give details of your employment history for the last five years

DATE		NAME OF ORGANISATION	ROLE TITLE AND KEY RESPONSIBILITIES
FROM	TO		

SECTION 3

The following questions ask you to reflect on your experience and suitability for this role. Some questions ask for an example of a situation in which you have demonstrated a skill or behaviour, which relates to our core competencies. Your examples should be work based wherever possible but you may use non-work based examples if you have limited work experience. Prompts are provided to assist you with structuring your examples.

Please note there is a word limit of 200 words per question.

3.1 Tell us what interests and excites you about working as a Jaguar Land Rover Experience (JLRE) Tour Host:

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3.2 Describe briefly what JLRE does and what a JLRE Tour Host's role is:

Please also describe the personal qualities and skills that you possess that would make you a great Tour Host. This is a great opportunity to tell us about any experience you have of presenting complex / technical information one to one and to groups, any experience of delivering tours, experience of working with guests / customers, along with any personal attributes that lend themselves well to this role.

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3.3 Give an example of a time when you helped a team to achieve a shared goal:

- What was the goal?
- What was your role in this team?
- How did you help others to achieve the task / goal?
- How did you work together effectively?
- What challenges did the team come across?
- What was the outcome?

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3.4 Tell us about a time when you delivered excellent customer service (note: if you have not worked in a customer service environment you can choose a relevant example that demonstrates working with someone one to one):

- What were the customer's / individual's needs?
- How did you identify what the customer's / individual's needs were?
- How did you ensure you delivered excellent service?
- What feedback did you seek from the customer / individual?

3.5 Give an example of a time when you worked with an important procedure:

- What was the procedure and how did you apply it?
- Why was the procedure important?
- If you had not followed the procedure, what impact could this have had?

3.6 How do you think JLRE Tour Hosts use risk assessments in their job?

- What is your understanding of what a risk assessment is and entails?
- What relevance does a risk assessment have for JLRE?
- What is the impact of failing to complete risk assessments in this kind of work?
- What experience do you have of using risk assessments?

3.7 Please tell us about your interest in and experience of cars and manufacturing processes

- How would you approach learning vast amounts of information on our manufacturing processes, vehicles and technologies?
- What might the challenges be of learning and presenting this information to guests?
- How would you plan to overcome these challenges?

3.8 Please use this space to tell us about any additional training, experience, skills, and / or qualifications that you have that are particularly relevant to the role of JLRE Tour Host:

SECTION 4 – DIVERSITY MONITORING (OPTIONAL)

AGE GROUP:

16 – 25	<input type="checkbox"/>	26 – 35	<input type="checkbox"/>	36 – 45	<input type="checkbox"/>
46 – 55	<input type="checkbox"/>	56 – 65	<input type="checkbox"/>	66 +	<input type="checkbox"/>
				I do not wish to provide this information	<input type="checkbox"/>

GENDER:

Male	<input type="checkbox"/>			
Female	<input type="checkbox"/>		I do not wish to provide this information	<input type="checkbox"/>

ETHNIC GROUP:

Choose ONE section from A to E, and then tick the appropriate box to indicate your cultural background.

A. WHITE		D. BLACK OR BLACK BRITISH	
White UK	<input type="checkbox"/>	Black African	<input type="checkbox"/>
Irish	<input type="checkbox"/>	Black Caribbean	<input type="checkbox"/>
White non-UK	<input type="checkbox"/>	Any other Black background	<input type="checkbox"/>
Any other White background	<input type="checkbox"/>	(please give details):	
(please give details):			
B. MIXED		E. CHINESE OR OTHER ETHNIC GROUP	
White & Black Caribbean	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
White & Black African	<input type="checkbox"/>	Vietnamese	<input type="checkbox"/>
White & Asian	<input type="checkbox"/>	Any other ethnic background	<input type="checkbox"/>
Any other Mixed background	<input type="checkbox"/>	(please give details):	
(please give details):			
C. ASIAN OR ASIAN BRITISH			
Indian	<input type="checkbox"/>		
Pakistani	<input type="checkbox"/>		
Bangladeshi	<input type="checkbox"/>		
Any other Asian background	<input type="checkbox"/>		
(please give details):		I do not wish to provide this information	<input type="checkbox"/>