

Service Excellence Interview Rating Scale

Competent: Circle level of ability	Weak	Average	Good	Strong
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Qualified candidates will be able to demonstrate the following themes:

Organizational Knowledge:

- Explains how he/she fits into the 'bigger picture'.
- Examples of how day-to-day performance impacts the success of the whole organization.
- Gives examples of steps he/she has taken/will take at Rollins to increase job knowledge starting from date of hire.

Resourcefulness:

- Explains creative ways to approach a problem/satisfy a customer's needs.
- Gives step-by-step examples of how they approach problems.

Customer Service:

- Displays an understanding of what constitutes exceptional customer service; going beyond customer expectations.
- Provides examples of understanding and anticipating customer needs.

Accountability:

- Holds him/herself accountable for successes and failures in previous positions.
- Explains how he/she measures success or failure.

Professionalism:

- Gives examples of contribution and promotion of the direction of policy/procedure changes.
- Acts as an ambassador for the organization.

Flexibility/Adaptability:

- Shows foresight and the ability to change and be flexible.
- Displays the ability to see and plan for the 'bigger picture' while still managing day-to-day tasks.

Comments:

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Collaborative: Circle level of ability	Weak	Average	Good	Strong
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Qualified candidates will be able to demonstrate the following themes:

Cooperation:

- Gives specific examples of working with other departments to solve a customer's problem.
- Shows a willingness to help other departments and individuals, regardless of title or rank.
- Understands the benefit of bringing people together to help solve a problem rather than going at it all alone.
- Displays an understanding that a team is a group of individuals working together to make the organization succeed/look well.

Mediation/Conflict Resolution:

- Gives examples of bringing synergy to his/her team and organization.
- Promotes cohesion and harmony in a team.

Involvement:

- Is involved with activities that contribute to his/her current employer or the community.

Feedback:

- Shows a willingness to give and receive respectful, productive feedback.

Comments:

Responsive: Circle level of ability	Weak	Average	Good	Strong
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Qualified candidates will be able to demonstrate the following themes:

Response Time:

- Understands the importance of time-management with regards to responding to customers/colleagues.
- Displays effective time-management skills.

- Sets realistic expectations by communicating delays and informing customers of what to expect in terms of response time.
- Understands how responsiveness relates to the overall customer experience.

Openness/Honesty:

- Demonstrates the ability to be open and honest whether the news is good or bad.

Personalized/Individual Service:

- Gives specific examples of tailoring different customers' experiences based on their personal needs. "One size does not fit all."

Comments:

Respectful: Circle level of ability	Weak	Average	Good	Strong
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Qualified candidates will be able to demonstrate the following themes:

Communication:

- Gives examples of bringing different types of people together in an inclusive manner.
- Demonstrates an openness and appreciation for listening to different ideas.

Care and Compassion:

- Shows an attention to detail.
- Exhibits care, compassion, and empathy when serving others.
- Demonstrates an appreciation and understanding of the importance of treating others with courtesy, dignity, and respect.

Comments:

Answer the following questions (leave blank if unsure):

1. Do they have strong personal goals?
2. Did the candidate handle service-oriented questions comfortably?

3. Did the candidate demonstrate thoughtfulness and understanding of the importance of service excellence?

4. Based on the categories, do you feel the candidate clearly demonstrates the ability to embrace and model Rollins' Service Philosophy Standards?

Additional Comments/ Concerns/Probes

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