

CUSTOMER  
SERVICE

# THE HONEST HOUR



**MOTORPOINT**  
THE CAR SUPERMARKET

#DrivingDreams





# THE HONEST HOUR

This is the final stage in the process and allows the candidate to spend some structured time in their department getting to know the team and understand the role they would play – kind of like a trial shift! It adds real value to the process when done properly and reduces leavers in the first six months of employment.

**SUCCESSFUL  
CANDIDATES ARE THE  
RIGHT CANDIDATES -  
NOBODY IS SURPRISED  
BY PACE OR CONTENT  
OF THE ROLE**

**IT ALLOWS YOU TO  
SHOWCASE OUR  
VALUES AND CULTURE  
AND BUILD EMPLOYEE  
ENGAGEMENT BEFORE  
OFFER**

**EXISTING TEAM  
HAVE OWNERSHIP OF  
FUTURE MEMBERS OF  
THE TEAM**

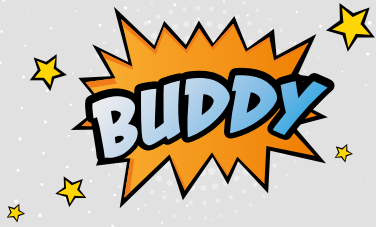
**IT ALLOWS YOU TO  
OBSERVE THEM AND  
CHECK THEY ARE THE  
RIGHT VALUE FIT FOR  
OUR BUSINESS**

**DEMONSTRATES  
COMMITMENT AND  
DRIVE FROM THE  
CANDIDATE**

The Honest Hour is less formal than the previous interview so candidates should be more relaxed and their personality will show through, allowing you to see if they will be the right fit for your team.



# MAKING IT HAPPEN!



You must assign a team member as the Buddy who will take the candidate through the Honest Hour content. Make sure it is someone confident, knowledgeable and professional and that they are clear on what they need to do ahead of the session.



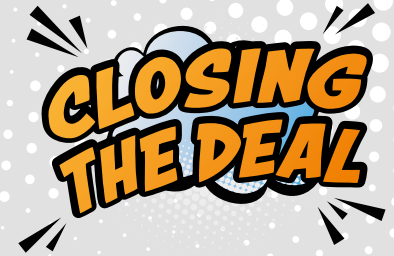
Book the session in with the candidate at a time you know you will have enough activity happening, to demonstrate key tasks and pace of work, but not at a peak time where you will be overstretched.



Ensure the candidate has a warm welcome from the hiring manager and a brief walk around the site before they start the Honest Hour with their Buddy.



Use the guidelines provided and be consistent with everyone who attends. Buddy is to spend up to an hour with the candidate in the department where they are applying.



Have a short debrief with the candidate before they leave (use closing questions).

## MAKING YOUR DECISION

Candidates' answers will vary, however there are some core indicators that you should be looking for when assessing a candidate's suitability. The indicators, as illustrated in the question table, will assist you in establishing if the candidate meets the criteria specified along with the team feedback.



# CUSTOMER SERVICE

WHO	ACTIVITY	CONTENT TO COVER	AVERAGE TIME	POSITIVE INDICATORS
Manager	Site Show Round	<p>Welcome to the site and explain what will be happening in the Honest Hour.</p> <p>Cover all necessary Health &amp; Safety with them and then take them on a walk around the site talking them through the customer journey and journey of the car.</p> <p>Highlight the Virtuous Circle, our Vision and Values and the importance of a one team mentality.</p>	10 mins	<ul style="list-style-type: none"> <li>✓ Is smart and presentable</li> <li>✓ Holds eye contact and is friendly</li> <li>✓ Listens well</li> <li>✓ Engages with people as you walk around by smiling or saying hello</li> </ul>
Buddy	Collections	<p>Introduce the Buddy and explain their role.</p> <p>Buddy then introduces all members of the Customer Service team and explains in detail the process of customer service, collections and vehicle handovers.</p> <p>Explain the sales process and how we book in customer collections and everything that needs to be ready and prepared for handovers.</p> <p>Buddy takes candidate through the collections process of a car whilst demonstrating a live handover.</p> <ul style="list-style-type: none"> <li>– Explain what information they have and how they go through this with a customer to ensure a seamless handover</li> <li>– Talk through any issues we may find and how we would approach this (e.g. a delay in car being ready for collection)</li> </ul> <p>Talk them through the logistics of a handover and how we may need to take customers out for a test drive at this stage.</p> <p>Always reinforce Health &amp; Safety and the importance of being safe and vigilant with keys and driving safely.</p>	Up to 45 mins	<ul style="list-style-type: none"> <li>✓ Is alert and enthusiastic</li> <li>✓ Asks relevant questions</li> <li>✓ Seems confident in variety of tasks</li> <li>✓ Thinks delivering and working as part of a supportive team is important</li> <li>✓ Understands the importance of delivering great customer service</li> <li>✓ Seems to be able to show initiative should problems arise</li> <li>✓ Builds rapport with Buddy</li> </ul>





# CUSTOMER SERVICE CONTINUED

WHO	ACTIVITY	CONTENT TO COVER	AVERAGE TIME	POSITIVE INDICATORS
Manager	Closing Questions	<p>Spend time in a Q&amp;A session with the candidate as a 'wash-up' to the session and the overall interview process.</p> <p>Give the candidate an opportunity to ask you any questions they may have. You may then wish to ask the candidate some of the following to help make your decision:</p> <ul style="list-style-type: none"> <li>★ What is your impression of Motorpoint as a company to work for now?</li> <li>★ Was the role what you expected now you have seen the team in action?</li> <li>★ What's surprised you?</li> <li>★ What are your first impressions of the team?</li> <li>★ On a scale of 1-10 how much do you want the job?</li> <li>★ Do you have any concerns?</li> <li>★ What main thing from today has made you think you're the perfect candidate for the job?</li> <li>★ Do you have any other questions we haven't answered through the process so far?</li> </ul>	Up to 45 mins	<ul style="list-style-type: none"> <li>✓ Understands the role they would play in the business and how it fits into the Virtuous Circle</li> <li>✓ Is honest about their opinions</li> <li>✓ Appears supportive to other department needs in the journey of the car</li> <li>✓ Has a sense of pride about the quality of work they can deliver in the team</li> <li>✓ Understands the importance of the customer journey and the role they would play in this</li> <li>✓ Offers feedback as to how they have found the experience</li> <li>✓ Can verbalise learnings from the experience</li> <li>✓ Is still enthusiastic about the role</li> <li>✓ Is flexible to shifts and working to demands of the business</li> <li>✓ Smiles!</li> </ul>

**PASS CRITERIA - TO PROCEED TO OFFER, CANDIDATES MUST ACHIEVE A YES IN ALL AREAS.**

CANDIDATE ACHIEVES REQUIRED CRITERIA:	YES	NO	COMMENTS
Communicates confidently and professionally with everyone they meet			
Understands instruction and acts accordingly			
Builds rapport with team			
Is enthusiastic and engaged at the end of the Honest Hour			
Uses initiative and seeks clarity throughout the Honest Hour			
Candidate is friendly and engaging throughout the Honest Hour e.g. smiles, looks professional, gives eye contact to customers			

**OUTCOME: HIRE/DECLINE**





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