



**WorkSkills** from Edexcel

### Example Assignment Brief

The assignment brief is the written document issued to learners at the start of the assessment process for any given unit. There is no prescribed layout or format, but it is recommended that it contains the following information:

Edexcel BTEC Certificate in Work Skills QCF Level 1

<b>Unit 8 Interview Skills</b>	<b>Assignment Title: "Getting the Job"</b>
Learning Outcomes: 1, 2, 3 Assessment Criteria: 1.1, 1.2, 2.1, 3.1 (all)	Tutor: .....
Assignment Issued: .....	Internal Verifier: .....
Date of Interview: .....	Learner's Name: .....
Hand in Evaluation: .....	

#### Scenario

- You have seen an advert in the local newspaper for part-time casual staff at a new theatre opening in Chatham Maritime
- The job you are applying for is for the Front of House Team at the Will Adams Theatre
- You have completed an application form, and have now been invited to attend an interview with Maria Charles, the theatre's Front of House Manager, at \_\_\_\_\_ on 3rd February
- You will have received a job description (attached)
- The interview lasts around 10 minutes, and will be videotaped for evaluation purposes
- Following the interview, you will take part in a de-brief where you will watch a DVD of your interview, complete a self-evaluation and a peer-evaluation of other interviewees

#### Preparation

- Please make sure you read the job description carefully



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- You will need to think about why you want the job, what you have to offer and why you will be a good member of the Front of House team. Try to anticipate some of the questions the interviewer might ask you as well as some questions you might ask her
- Remember to check the location and time of your interview!

Task	AC	Evidence
<b>One</b> <ul style="list-style-type: none"> <li>▪ Aim to arrive in good time before the interview is due to start, dressed appropriately.</li> </ul>	1.1	DVD Tutor Observation
<b>Two</b> <ul style="list-style-type: none"> <li>▪ Communicate appropriately with the interviewer throughout the interview. This will include your use of facial expression, tone of voice and body language</li> </ul>	1.2	DVD Tutor Observation
<b>Three</b> <ul style="list-style-type: none"> <li>▪ Listen carefully to the questions asked by the interviewer. Make sure your answers are clear, relevant, polite and use appropriate language.</li> </ul>	2.1	DVD Tutor Observation
<b>Four</b> <ul style="list-style-type: none"> <li>▪ At the interview de-brief, complete your self-evaluation on the form provided.</li> <li>▪ You should describe how the interview went, including which parts went well and which parts were difficult. Aim to describe aspects such as particular questions, body language, listening, etc</li> </ul>	3.1	Self-Evaluation (Form provided, and this will also be recorded on DVD during group discussion)

Learning Outcomes	Assessment Criteria
<b>The learner will:</b>	<b>The learner can:</b>
1 Present themselves appropriately at an interview	1.1 Arrive in good time for the interview 1.2 Use appropriate means of non-verbal communication such as body language, facial expressions and tone of voice



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2 Answer the interviewer's questions appropriately	2.1 Respond clearly to the questions asked by the interviewer, using language appropriate to an interview situation
3 Understand their performance in an interview	3.1 Describe what went well and what did not

The Will Adams Theatre  
Kissmehardy Avenue  
Chatham Maritime

### Job Description - Front of House Staff (Casual)

The Will Adams Theatre opens in August 2008. An exciting, state-of-the-art venue, it has a 950 seat auditorium, comprising stalls, circle and upper circle, two bars and a restaurant. As a premier touring theatre in the South East of England, its programme will include live theatre, opera, classical and popular music, dance and ballet; as well as films, sport and hosting conferences and events.

Front of House Staff are required as ushers, sales of merchandise and other general FOH duties as directed by the House Manager, to whom they will be directly responsible.

The fixed pay rate increases for work on weekends and Bank Holidays.

#### FOH Staff (casual)

Typical FOH duties include:

- Dealing with audience members
- Answering questions about the theatre - show times, intervals, facilities, etc
- Staffing the cloakroom
- Staffing the refreshment kiosks and merchandise sales
- Selling programmes
- Fully understanding and carrying out emergency and evacuation procedures
- in the event of fire or any other emergency
- Knowing who to contact in the event of an emergency
- Maintaining a friendly, polite, helpful and approachable public face at all times
- Checking health and safety regulations are maintained at all times in all public areas of the theatre
- Remaining in the auditorium during performances to check there are no problems or risks to public health and safety (smoking, disruptive audience members, illegal use of recording equipment, etc)



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- Being available to talk to patrons as they leave
- Checking public areas for lost property after shows, and clearing the auditorium

Please note all FOH staff, when on duty, are required to wear a green tie or scarf (provided by the theatre), and white shirt with black trousers/skirt and black shoes.

Maria Charles  
House Manager