

The **co-operative** Food Stores

Applicant's Name:

Job Application Form

Note

This application form is also available in Braille and in large print by calling the Customer Careline on **0800 0686 727**.

We are passionate about diversity and welcome a broad diversity of talent to apply.

Confidential

The Co-operative

Thank you for thinking about a career with The Co-operative Group. Since we were founded in 1844, we've been proud to offer careers that encourage individuals from lots of different backgrounds to fulfil their potential and achieve their aspirations. Now, more than a century and half later, we employ over 110,000 people who look after more than 17 million customers. We've seen lots of change - and throughout it all, our commitment to developing, supporting and investing in our people has never wavered.

Our business has transformed as the needs of our customers have grown. The Co-operative Group now includes Food, Farms, Pharmacies, Banking Services, Motor Dealerships, Online Electricals and Funeral Care Services. This remarkable range of products and services is matched by the breadth of opportunities available. With us, you can look forward to taking your career across, up and onto new challenges.

The Co-operative Group is a truly unique, award-winning organisation. What distinguishes us is the way that we behave. We believe in being the kind of employer, retailer and partner that sets an example for others to follow. We have clear ethical principles. We trade fairly. We act with integrity. We enjoy being a business that is good for customers, good for communities and good for your career.

We're looking forward to receiving your application. For more information on careers in The Co-operative Group visit:

www.co-operative.jobs

Please complete this form in black ink and use block capitals.
Please complete all boxes and enter not applicable (N/A) if necessary.

Position Applied For

Location

Vacancy No. (if known)

Personal Details

Title First Name

Surname

Middle Name

Preferred Name

Previous Last Name

Full Address

Postcode

E-mail Address

Home Contact Number

Mobile Number

Employee Number (if internal candidate)

Your Details

Statutory Requirements (Only Food Store and Pharmacy Branch Applicants need to complete this section)

To ensure statutory requirements relating to young workers and sales licensing are met, please tick the relevant box

Are you under 18? Yes No

If YES please detail your date of birth / /

Right to Work in the UK (Asylum & Immigration Act 1996)

You will be required to produce original documents to prove your eligibility at the interview/assessment stage and bring photocopies of them. Please don't forget to bring them with you, otherwise we will not be able to progress your application any further.

Special Requirements

Do you have any special requirements if you were invited to interview/assessment?

Yes No If YES please give details:

References

Offers of employment are subject to two satisfactory references, one of which must be from your present or most recent employer. Please provide details below of your referees. Please note references will not be sought until an offer of employment has been made. If you are unable to provide two employment references please provide an academic reference.

Your Details

Reference 1

Full Name

Job Title

Company

Address

Postcode

Tel E-mail

Relationship to you

Your previous job title (if employer reference)

Your employment date (if employer reference)

From / / To / /

Reference 2

Full Name

Job Title

Company

Address

Postcode

Tel E-mail

Relationship to you

Your previous job title (if employer reference)

Your employment date (if employer reference)

From / / To / /

Your Details

Employment History for the last five years

Please start with most recent period of employment

Date from / / To / /

Name of employer

Address

Postcode

Position held

Reason for leaving

Previous Employer/Position

Date from / / To / /

Name of employer

Address

Postcode

Position held

Reason for leaving

Previous Employer/Position

Date from / / To / /

Name of employer

Address

Postcode

Position held

Reason for leaving

Your Details

Previous Employer/Position

Date from / / To / /

Name of employer

Address

Postcode

Position held

Reason for leaving

Previous Employer/Position

Date from / / To / /

Name of employer

Address

Postcode

Position held

Reason for leaving

Please account for any periods of non employment (if applicable)

Your Details

Are any of your relatives employed by The Co-operative Group?

Yes No

If YES please give their name, business and relationship to you

Name

Business (e.g. Food, Pharmacy, Banking)

Relationship

Referrals

Have you been referred by a current employee? If so please provide details

Employee's name

Tel E-mail

Education

Please give details of the School/College/University you attended

Full Name

Town / City

Your Details

Qualifications

Please include all academic, technical and professional qualifications, plus dates awarded. Continue on a separate sheet if necessary.

Qualification title

Qualification type Grade/Level

Your Details

Please supply details of any further training courses attended that are relevant to your application.

Please detail any professional bodies you are a member of (for example GPhC, CIPD, CIMA)

Professional Body

Membership Type

Membership Number

Driving Licence Details only complete if applicable to the position

Licence type	Yes	No	N/A	Licence Number	Expiry Date
Full UK driving licence					
LGV licence					
FLT licence					

Do you have any endorsements? If yes please give details

Date	
Offence Code	
Offence	

Your Details

Rehabilitation of Offenders

Have you been convicted of a criminal offence which is not spent under the Rehabilitation of Offenders Act 1974?

Yes No

If YES please provide details.

Availability (please show your maximum range of availability)

Day	Available Hours - Start Time	Available Hours - End Time
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

For part-time roles, what is the minimum and maximum number of hours you are willing to work per week?

Min Max

Please give details of any holidays booked in the next six months

Please detail any days / times you are unable to attend interview

Your Details

Additional Information

Please use the space below for any additional information you wish to provide in support of your application.

Applicant's Declaration

If you are still at school and under 18 years of age, a parent or guardian must sign below

Parent / Guardian Name

Date Relationship to applicant

Signature

I certify that the information given on the form is correct

Tick to agree

The information on this form will be held and used by the Co-operative Group Ltd in accordance with the provisions of the Data Protection Act 1998 and all relevant subsequent legislation. This information will be held and processed for the purpose of personnel / payroll administration and statistical and business analysis.

Applicant's Name Date

Applicant's Signature

I certify that the information given on this form is correct and acknowledge that any false statement renders me liable to summary dismissal.

Tick to agree

Food Store Application Only

You should complete this part of the form if you are applying for a Team Leader or Customer Team Member position in one of our Food Stores.

The structure of the store team is the same in all stores. Reporting to the Store Manager are Team Managers. Supporting Team Managers are Team Leaders, who manage part of the store and also carry out duty manager responsibilities. We then have Customer Team Members, who pride themselves in ensuring that all our customers have a great shopping experience.

Once completed please hand the form into the Store.

1. What is the largest size of team you have managed during your previous 10 years' work experience (select one)?

- A 0 people
- B 1-5 people
- C 6-10 people
- D 11+ people

2. Which one of the following most closely describes the environment in which you have gained your previous customer service experience?

- A Food retail
- B Other retail
- C Hospitality – bar / restaurant / hotel / catering
- D None of the above / no experience

3. Which if any of the following qualifications do you hold (select all that apply)?

- A First Aid
- B Food Hygiene
- C National Certificate for Personal Licence Holder / Scottish Certificate for Personal Licence Holder
- D National Vocational Qualification Retail / Scottish Vocational Qualification Retail

Food Store Application Only

The questions below are based around some scenarios which you may encounter on a typical working day in one of our stores. Under each question you will find listed **four** possible responses to the scenario. Read through the responses and select the one you think is the **MOST** appropriate and the one you think is the **LEAST** appropriate in each situation. Indicate your choices by writing **M** for most and **L** for least in the boxes provided, leaving the other two boxes blank.

1. You have just finished your shift for the day and are about to leave the store. It's been a long tiring day serving Customers and you are looking forward to going home. On your way out a customer approaches you and asks if you have any sugar as they can't see any on the shelves. What do you do?
 - A Point the customer in the direction of one of your colleagues
 - B Tell the customer you have finished your shift and unfortunately not able to help
 - C Explain to the customer that you will go and look in the stock room for sugar
 - D Ask one of your colleagues to go and look in the stock room for sugar and inform the customer
2. Your manager informs you that another local store is short staffed due to holidays and sickness and that you will therefore be required to work in this store for the next two weeks. How do you feel about this?
 - A Slightly hesitant as this is a very busy store
 - B Reluctant but understand the need to support colleagues in other stores
 - C Pleased that your manager has recommended you and willing to help colleagues in other stores
 - D Pleased that your manager has recommended you but slightly nervous about working in an unfamiliar store
3. Having checked a customer's eggs whilst serving on the checkout, you notice that some of the eggs in the box are cracked. You call for assistance but there is no immediate response and the customer appears to be in a hurry. Do you....?
 - A Inform the customer that you will go and get a replacement box of eggs for them
 - B Offer the customer the eggs at a reduced price
 - C Apologise to the customer and wait for assistance to arrive
 - D Ask the customer to go and get a replacement box of eggs

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Food Store Application Only

4. After several recent large deliveries of stock, the warehouse has become full and disorganised. Your manager has asked you to sort out the warehouse by the end of the week and check that all items are still within their sell-by date. However, you are extremely concerned about whether you will be able to complete this on time as it is a very large task. What do you do?
 - A Speak to your manager and tell them it will take you longer than a week to complete this task
 - B Speak to your manager and request a colleague to support you with the task
 - C Ask a colleague to assist you with the task
 - D Voice your concerns to your colleagues and then get on with the task
5. Whilst filling the salad section of the produce display you notice the contents of the bags of salad have gone brown and soggy. Having checked the temperature of the fridge you note the temperature is above the legal requirement. You inform your manager of the issue, however the next day you notice the same problem. What action do you take?
 - A Check with your manager that the engineers have attended to repair the fault
 - B Remove the affected stock, confident that your manager will be dealing with the fault
 - C Remove the affected stock and inform your manager about it
 - D Remove the affected stock and ask your manager if there is anything else you can do to help resolve this issue
6. A colleague has pointed out that signage for an offer that is no longer available is still on display. You realise this is your error, as you were the last team member to change the signage. What do you do next?
 - A Stop what you are doing immediately and check the shop floor for any further errors
 - B Ask your colleague to take a quick look
 - C Remain confident that this would be the only error as you are very thorough when completing this task
 - D Immediately perform a full check on the shop floor and ask your colleague to double check behind you

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7. You have been asked to go to the newspaper and magazine section to assist a customer who has slipped on a flyer that has fallen out of a magazine. You notice several of these flyers scattered across the floor. After aiding the customer and filling in the accident book, what action do you take to prevent this happening again?
- A Inform your colleague who looks after the newspaper and magazine section
 - B Speak to your manager highlighting the problem and suggesting that something should be done about the issue
 - C Raise the issue at the next store team meeting, suggesting that everyone helps to keep the floor clear of flyers on a regular basis
 - D Make it part of your daily routine to check the floor and remove the flyers yourself
8. Your manager has just informed you the computer has gone down and the stock information for the frozen section of the store has become corrupted. The frozen food order needs to be processed in two hours but will be inaccurate unless the entire frozen section is re-counted and all the stock figures corrected in time. This count could take you up to two hours to complete. How will you ensure you achieve this?
- A Ask your manager if you can be excused from other duties whilst you complete this task
 - B Get on with the task, knowing that there will be interruptions, but hope to get most of it done in time
 - C Ask for some support from a colleague so they can prepare the stock for counting ahead of you and carry out some of your other duties
 - D Start the counting, confident that you can finish the stock count on time, whilst supporting with other duties if required
9. You notice that customers are starting to comment on the lack of variety of sandwiches available at lunch time. Do you...?
- A Speak to the person responsible for ordering sandwiches to make them aware of the customers' comments
 - B Highlight the comments to your manager
 - C Approach the customers to identify what additional varieties they would like to see, then speak to the person who places the orders
 - D Leave a note for your colleague by the computer for when they place the next order

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Food Store Application Only

10. A customer approaches you to say that he has received a leaflet advertising a special offer on a particular brand of coffee, but can't see any sign of the offer in the store. How do you respond?
- A Apologise and say that unfortunately you don't have that offer on in this store
 - B Apologise to the customer, call the nearest store to ask if they have the offer on and inform the customer
 - C Apologise and suggest that the customer visits the store down the road to see if they have the offer on
 - D Apologise and suggest that the customer goes to look if there are any alternative products on offer
11. Your manager has recently pinned a report on the staff noticeboard detailing the percentages of customers using Co-operative Membership Cards in our stores. You have noticed that your store is sitting at the bottom of the league table for your area. What do you do?
- A Nothing immediately as there is a team meeting early next week where you are confident it will be on the agenda
 - B Speak to your colleagues indicating how this doesn't look good for the store and that something needs to be done
 - C Ensure you personally ask each customer if they have a Membership Card and actively promote the benefits to customers
 - D Encourage your colleagues to join you in asking all customers for Membership Cards and actively promote the benefits of Membership to customers
12. During a team meeting your manager asks for a volunteer to oversee a project to improve customer service within the store. The volunteer will be provided with the latest Customer Satisfaction Report to work from. How do you feel about this?
- A Keen to get involved but will wait to see if any of your colleagues volunteer first
 - B Keen to have the opportunity to improve customer service as you already have some immediate ideas
 - C Interested but feel you can't take this on as you are worried about how it might impact on your daily routine
 - D Interested in getting involved in some way and will offer the volunteer your support

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13. You have set aside the following day to complete some required changes to the cigarette kiosk. Your manager informs you that the next day a new team member will be starting and asks you, as the most experienced member of the team, to spend the day training them on the tills. Do you...?
- A Get the new starter to help you with the kiosk changes and carry out the training the day after
 - B Spend the majority of the day fully training the new starter and work on the kiosk changes later in the day
 - C Train the new starter quickly on the basics, then get on with the kiosk changes and complete the training the following day
 - D Ask your manager if they can find someone else to train the new starter as you need to get the kiosk changes done
14. You have recently noticed a colleague being abrupt and off-hand with you. You have always got on well with this colleague before and don't understand why they are acting this way towards you. How do you deal with it?
- A Speak to your manager about your colleague's attitude towards you and ask them to talk to your colleague
 - B Act in a friendly and helpful manner towards your colleague
 - C Have a chat with your colleague to find out if there is a problem that you could help with
 - D Keep busy with your work and try not to let it bother you
15. You are chatting to a colleague who tells you that when they last took annual leave their department suffered as there was nobody else fully trained to provide cover. They are due to go on holiday in two weeks time and are worried that they will return to a large workload again. How do you respond?
- A Sympathise with your colleague and suggest they speak to the manager
 - B Sympathise with your colleague and go and speak to your manager about the problem
 - C Inform your colleague that you would be very happy to support their department during this time
 - D Speak to your manager and suggest that you spend time working alongside your colleague over the next two weeks so you can help out

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16. A friend of yours has just started working for another one of our stores nearby and you have been discussing the differences between the two stores. It becomes apparent to you that this other store has recently made some improvements to their processes and procedures. What do you do?
- A Raise this with your manager and suggest they visit the local store
 - B Speak to your colleagues and manager about this and suggest you work closely with the other store to find out how you can share ideas
 - C Suggest to your friend that their manager talks to your manager
 - D Mention it to a couple of your colleagues during a tea break
- The remaining questions are to be answered by applicants for Team Leader roles only.** If you are applying for a Customer Team Member vacancy you do not need to answer these questions.
17. Your Store Manager has released the latest Mystery Shopper report, which has highlighted several issues with customer service requiring immediate attention. The team have been working hard to deliver improvements but there appears to have been no significant change since the last report. After reading the report fully, what action do you take with the team?
- A Hold a meeting with your team to communicate and discuss the issues, gather suggestions for improvement and put together an action plan
 - B Mention it at the next team meeting and tell them you expect to see improvements
 - C Speak to each team member to get a greater understanding of the issues
 - D Create an action plan for improvement and present it to your team at the next team meeting
18. You have recently noticed that one of your Customer Team Members has been arriving 15 minutes late for their shift and turning up looking untidy, with a dirty uniform. What action do you take?
- A Have a quiet word with the Customer Team Member before they start their next shift to try to resolve the issue
 - B Monitor the situation over the next few weeks and keep a record of any further instances
 - C Let the Customer Team Member know that you are aware of the situation and try to establish whether there are any underlying problems and if there is anything you can do to help
 - D Arrange a formal meeting with them, recording the interview discussion with dates and times

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19. A member of your team has approached you and asked if they can be moved from the busy Saturday night shift. On further investigation you discover that they have been making errors on paypoint and lottery transactions due to the high volumes of customers visiting the store. The Customer Team Member has told you they no longer feel confident working on the kiosk. What do you do?

- A Reassure the Customer Team Member, offer some advice and tell them that we all make mistakes and they will get used to it in time
- B Reassure the Customer Team Member and offer some further training on the paypoint and lottery terminals
- C Ask another colleague to buddy the Customer Team Member to provide support, assistance and further training until their confidence has returned
- D Move them off the shift in case customers start to comment about the errors and the cash losses exceed budget

20. Your store has been showing a very healthy sales growth and the entire store team are very proud of this achievement. However a competitor has just opened up across the road from you and in the week since they opened the store, sales have been impacted. Store budgets have been changed to reflect the sales impact. What do you do?

- A Hold a team meeting to communicate the revised budgets and the outline the steps that the team need to take to improve sales
- B Mention in your next one-to-one meeting with each Customer Team Member that they need to be alert to opportunities to increase sales
- C Pin the new budgets, along with some suggestions to improve sales, on the noticeboard for all the store team to see
- D Monitor the situation for a while before communicating anything to the team to see if sales begin to pick up

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P	S	C	T	L	Total	Outcome

Diversity Monitoring Form

The Co-operative recognises that our success depends upon having a workforce with a diverse range of skills, backgrounds and experience that spark ideas, promote debate and encourage innovation and creativity.

The information we collect is stored confidentially and securely. Data legislation protects you and your data. All personal information is stored confidentially and can only be accessed by authorised persons in People Services. Once collected, this information can show us who is joining and leaving the Group, we can see which groups are doing well in promotions and transfers, whether everyone in the Group is treated fairly and whether staff are given equal access to training and development opportunities. Completing this information will help us to deliver against our diversity commitments and contribute to an inclusive working environment for all colleagues. We respect an individual's right not to disclose this information. For this reason, a 'prefer not to say' option is included.

For each question put a cross in only one box as shown e.g. x

If you make a mistake, scribble out the cross in the wrong box and put a cross in the correct answer box.  x

Your Personal Details (Please complete all boxes)

1. Name

2. Date of birth

The Co-operative Group believes that people should be judged, not by their age, but according to their skills and abilities at work. By monitoring our colleagues age we can ensure that opportunities for development and promotion are open to everyone.

3. National Insurance Number

4. Employee number

If you have been issued with an employee number please enter it here

5. Disability

Disabled colleagues are entitled to reasonable adjustments under the law to enable them access to work. The Co-operative Group strives to increase disabled people's access to work. We are part of the Government's "Two tick" scheme which guarantees interviews for suitably qualified disabled applicants. We need to know whether we are delivering on these commitments

Do you consider yourself to have a disability? Yes No Prefer not to say

6. Ethnicity

By monitoring ethnicity, we can compare our business against the data collected in previous year's National Census. This can show whether we attract people to work for us from all communities, and whether as an employer, we reflect the communities we serve. We can also show whether all groups are treated fairly across the Group. **What is your ethnicity?**

a) White

1 British 2 Irish 3 Any other White background

b) Mixed

4 White and Black Caribbean 5 White and Black African 6 White and Asian 7 Any other mixed background

Diversity Monitoring Form

c) Asian or Asian British

8 Indian 9 Pakistani 10 Bangladeshi 11 Any other Asian background

d) Black or Black British

12 Caribbean 13 African 14 Any other Black background

e) Chinese or other ethnic group

15 Chinese 16 Any other

f) Prefer not to say 17

7. Gender

By monitoring the gender of our staff, we can see whether some of our jobs are more attractive to men or women, and whether both sexes stay with us. Monitoring by sex also helps the Group to develop new policies and ways of working. Monitoring gender ensures that both men and women are treated fairly in our business. We know that men and women's career patterns can be different; by monitoring gender we can ensure that we can respond to colleague's needs. **Are you:**

Male Female

8. Religion or belief

Telling us about your religion or belief allows us to understand and plan to meet the particular needs of staff. It helps us to think about how we can accommodate requests to meet people's religious needs. Knowing the religion of our staff helps us create an environment where all beliefs are respected. **What is your religion or belief?**

1 None 4 Hindu 7 Sikh
 2 Buddhist 5 Jewish 8 Other
 3 Christian 6 Muslim 9 Prefer not to say

9. Sexual Orientation

Monitoring whether people are gay/lesbian, bisexual or heterosexual acknowledges that we value all staff and the contribution they bring to our business. An open and inclusive culture creates an environment where all colleagues can feel comfortable disclosing their sexuality. We know that people perform better when they can be themselves.

How would you describe your sexual orientation?

1 Heterosexual/straight 2 Gay Man 3 Lesbian/Gay woman 4 Bisexual 5 Prefer not to say

Please fold in half and staple/sellotape together so the information is not visible