



DAIRY BOX HIRING GUIDE

A STEP-BY-STEP HIRING PROCEDURE TO
GUIDE OUR PARTNERS THROUGH THEIR
RECRUITMENT AND SELECTION PROCESS

*Dairy*cademy

DAIRY BOX HIRING GUIDE

The Dairy Box Hiring Guide is devised to assist our partners throughout the process of recruitment for the enterprise. Included in this module are the five (5) steps of the Dairy Box Recruitment and Selection Process and its identified Manpower Complement

The Dairy Box Hiring Guide

An efficient and effective hiring process is a step-by-step procedure for hiring a new employee, it's the process wherein an organization identifies its talent needs, recruits from its talent pool and eventually hires the most qualified candidates. Typically, a hiring team assesses a job candidate through the given information they need in order to make a decision on selecting who to hire. It involves steps such as the screening call and the in-person interview through to the background check and ultimately, the job offer itself.



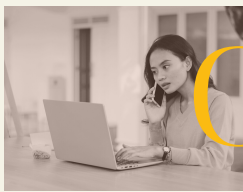
01

APPLICATION



02

RESUME SCREENING



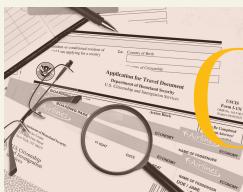
03

SCREENING CALL



04

IN-PERSON INTERVIEW



05

BACKGROUND CHECK

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Here are steps in the selection process for hiring employees and how to best go through each:

1. Application

The application phase in the selection process is sometimes seen as passive from the hiring team side—you just wait for applicants to respond to your job post. However, applications should be treated as selection tools, which serves as your aid in sorting through candidates and identifying whether they are qualified or unqualified.

Qualifying Questions

Use qualifying questions at the beginning of your selection process. You can add two or three questions relevant to the position. The candidates must answer these questions in order to apply.

For example:

“What made you apply for this position?”

“Do you have any previous experience/s related to the job?”

2. Resume Screening

Now that you have wrapped up the application phase of the employee selection process, you have a collection of resumes or CVs to sift through and filter those deemed suitable for a screening call. What you'll need to do now is go through resumes one by one and identify prime candidates. This is one of the most traditional employee selection methods to move candidates to the next step by identifying and disqualifying those who don't quite fit what you're looking for.

Background

This is a practical side of the selection process; you're looking for the background that qualifies a candidate for the position you want to fill. You will want to know if they have the academic knowledge or professional expertise—or both to perform a job well.

For instance, if you're looking to fill a managerial position, look for someone with a background in supervising, managing a store and its staff; planning and evaluating department activities. If you're looking for a sales associate, preferably hire someone who could deal with customers because they are responsible for welcoming customers, maintaining floor appearance, directing customers to goods and operating cash registers.

Resume Layout

Even something as simple as the layout of a candidate's resume can be an indicator of how qualified they are for a position. The skill of organizing and presenting information in a clear and concise way is on full display through one's resume.

For example, if you're looking to fill a sales position, the manner in which they present a resume can show you how they might be able to catch your client's eye with important and relevant information to convert them into buyers.

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3. Screening Call

The screening call is one among the initial hiring stages where recruiters shortlist applicants. The purpose of this call is to establish whether the candidate is truly interested in the job. This way, only the best applicants will go to the next, stricter hiring stages, like assessments and in-person interviews.

4. In-person interview

A good interview will help you make better hiring decisions, as you will objectively evaluate and compare candidates' potential. But there's more to do than the actual interview. You need to prepare yourself and the entire hiring team to make sure you ask all the right questions.

More specifically, you should prepare:

A list of job-related questions that assess how well candidates can manage regular job duties. You can ask a mix of:

- Role-specific questions, to evaluate candidates' knowledge and experience
- Soft skills questions, to identify candidates who are good not just on paper
- Situational questions, to learn how candidates would address different scenarios and issues that may arise on the job
- Behavioral questions, to discover how candidates have previously handled professional challenges.

Cultural fit questions that will help you pick these candidates who are more likely to thrive in your work environment. For example, you could ask:

- Scenarios and issues that may arise on the job
- Behavioral questions, to discover how candidates have previously handled professional challenges.

5. Background Check

Background checks reassure you that your finalists are reliable and don't pose risks to your company. For example, employers may conduct pre-employment checks to make sure candidates have told the truth in their resumes or don't currently do illicit drugs. Some of the pre-employment requirements are:

- NBI Clearance Certificate
- TIN Number
- Pre-Employment Medical Exam
- PhilHealth ID
- SSS ID
- Pag-Ibig ID
- Birth Certificate
- Diploma
- Transcript of Records

Manpower Complement

Sales Staff (Store Assistant)

Job Requirement

- Candidates must possess at least a Vocational Diploma/ Short Course Certificate.
- At least 1 year of working experience in the related field is required for this position.
- Required language(s): English, Filipino and native language of region/province
- With good communication and interpersonal skill
- Willing to work full time

Duties and Responsibilities

- Ensures that all customers are educated on our products and services.
- Perform upselling or suggestive selling by recommending drinks and food accompaniments
- Greets all customers with efficient, friendly, personalized service and develops a rapport with customers by learning their favorite drinks and food items.
- Answers telephone in a courteous and friendly manner including, but not limited to, giving store greetings, directions to store location, and receiving and filling customer orders.
- Accurately rings sales orders into the cash register and counts back change to customers in a courteous and friendly manner during the break of the cashier.
- Report any customer complaints to duty supervisor/manager
- Routinely cleans the counter area, floor, shelves, etc.
- Reports potential safety hazards and accidents occurred to the Manager.
- Make monthly reports on inventory of raw materials, product inventory, other reports required by the immediate supervisor and reports insufficient/critical stocks to immediate supervisor
- Perform other duties assigned by the Manager.

Manpower Complement

Store Manager *Job Requirement*

- Candidates must possess at least a Bachelor's/College Degree in Business related course.
- At least 1 year of working experience in the related field is required for this position.
- Required language(s): English, Filipino and native language of region/province
- With good communication and interpersonal skill
- Willing to work full time.

Duties and Responsibilities

- Supervise store operation and condition from time to time
- Performs all POS duties, front and back of house functions including opening and closing procedures
- Manage a profitable store, creating sales volume growth and creating a positive customer experience.
- Provide customers with efficient and friendly, superior service on a consistent basis.
- Ensures that the store has sufficient product, merchandise, and supplies needed to manage an efficient store.
- Receive payment by cash. Balances cash and receipts. Ensuring that any cash expenditure for provisions for the store is covered by a receipt.
- Answers telephone in a courteous and friendly manner including, but not limited to, giving store greeting, product knowledge, directions to store location, and receiving and filling customer orders. Pro-active in solving customer problems and satisfying customers in various situations.
- Prepare daily sales reports; make annual reports on inventory of raw materials, product inventory and other related documents.
- Maintain a clean and orderly work area and counter all the time with necessary supplies.