



All Pets Club™

"Bringing families closer together"

APPLICATION FOR EMPLOYMENT

INSTRUCTIONS: Type or print clearly in black or blue ink. Answer all questions.

WHICH LOCATION WOULD YOU BE INTERESTED IN WORKING FROM?

- Branford, CT (479 East Main Street)
 Wallingford, CT (1167 North Colony Road)
 North Windham, CT (361 Boston Post)
 Southington, CT (405 Queen Street)

NAME (Last, First, Middle) _____

ADDRESS (Number and Street, City, State, Zip Code) _____

PHONE NO. (_____) _____ DATE OF BIRTH ____/____/____

POSITION DESIRED _____

- Full-time
 Part-time

AVAILABLE WORKING HOURS ARE FROM 7:30am – 9:30pm Mon - Sat and Sun from 8:30am – 6:30pm
PLEASE LIST THE HOURS YOU ARE AVAILABLE TO WORK FOR EACH DAY

Sun. _____ Mon. _____ Tue. _____ Wed. _____ Thu. _____ Fri. _____ Sat. _____

HAVE YOU WORKED FOR ALL PETS CLUB BEFORE? Yes _____ No _____

DO YOU HAVE ANY PHYSICAL CONDITION THAT MAY PREVENT YOU FROM PERFORMING CERTAIN PHYSICAL TASKS? _____

DO YOU HAVE ANY ALLERGIES TO ANIMALS? _____

DO YOU HAVE ANY PHOBIAS TO SNAKES, REPTILES, SMALL ANIMALS, ETC... _____

DO YOU OWN A CAR TO COMMUTE OR DO YOU RELY ON OTHERS? _____

IF A STUDENT, WHAT SPORTS OR EXTRACIRRICULAR ACTIVITIES ARE YOU INVOLVED? _____

WHEN WOULD YOU BE AVAILABLE TO BEGIN WORK? _____

EDUCATION

NAME AND ADDRESS OF **HIGH SCHOOL**

DID YOU GRADUATE? _____ NUMBER OF YEARS COMPLETED _____

NAME AND ADDRESS OF **COLLEGE / UNIVERSITY / TRADE SCHOOL**

DID YOU GRADUATE? _____ MAJOR/DEGREE/DIPLOMA _____

SPECIAL SKILLS AND QUALIFICATIONS: List job-related licenses, skills, training, honors, awards, and special accomplishments. _____

EMPLOYMENT HISTORY: (START WITH PRESENT OR LAST POSITION)

1.

Employer: _____
Address: _____
Supervisor: _____ Phone: _____
Position Title: _____
Dates Employed (month & year): From: _____ To: _____
Duties: _____
Salary / Wages: (beginning): _____ (ending): _____
Reason for leaving: _____

2.

Employer: _____
Address: _____
Supervisor: _____ Phone: _____
Position Title: _____
Dates Employed (month & year): From: _____ To: _____
Duties: _____
Salary / Wages: (beginning): _____ (ending): _____
Reason for leaving: _____

3.

Employer: _____
Address: _____
Supervisor: _____ Phone: _____
Position Title: _____
Dates Employed (month & year): From: _____ To: _____
Duties: _____
Salary / Wages: (beginning): _____ (ending): _____
Reason for leaving: _____

MAY WE CONTACT YOUR PRESENT EMPLOYER? Yes _____ No _____

NAME ANIMALS YOU OWN, HAVE OWNED AND ANY ANIMAL EXPERIENCE OR OTHER EXPERIENCES THAT YOU FEEL MAY BE HELPFUL. _____

REFERENCES: (EXCLUDE RELATIVES)

Name/Title/Address/Phone No. and any relevant information concerning how this person knows you.

1. _____

2. _____

ALL PETS CLUB IS A FAMILY DESTINATION FOR CHILDREN AND ADULTS ALIKE. FOR THIS REASON WE SET HIGH STANDARDS THAT OUR EMPLOYEES MUST MEET. ANYONE APPLYING FOR A POSITION AT ALL PETS CLUB MAY AT ANY TIME BE ASKED TO SUBMIT TO A CRIMINAL BACKGROUND CHECK AS WELL AS DRUG SCREENING. (Please review our Employee Handbook for a complete understanding of all policies and procedures).

I CERTIFY THAT THE INFORMATION CONTAINED IN THIS APPLICATION IS TRUE AND COMPLETE TO THE BEST OF MY KNOWLEDGE AND UNDERSTAND THAT ANY FALSE INFORMATION ON THIS APPLICATION MAY BE GROUNDS FOR NOT HIRING ME OR DISMISSAL IF ALREADY HIRED.

DATE _____ SIGNATURE _____

Please answer all questions

Why do you want to work here?

Describe your personality:

Tell us about your previous employment:

What did you like the most?

What did you dislike?

What do you think your previous manager needed to improve most on?

While we try to accommodate each employee's schedule preferences, our industry requires flexible schedules in which the number of hours worked and the start time may vary from week to week. Are you willing and able to work a flexible schedule?

If hired, how long do you plan to work for our company?

Do you feel it is important to give notice when quitting a job?

When spills occur on the floor, the first thing you should do is:

What should be done the very first time an employee is caught stealing from work?

Is it stealing to make personal phone calls from work on your cell or from the company phone if your manager does not give you permission? True or False

What should be done when your co-worker is caught using her employee discount to buy items for friends?

When working would it be a problem leaving your cell phone in your locker, car or home? If yes please explain why.

A customer is upset about having to wait for a long time. How effective or ineffective would it be to apologize for the inconvenience?

You are working in a store at a very busy time. As you are helping one customer, several other customers are asking you for assistance. How do you handle this situation?

You and a co-worker are talking and unknowingly ignore a customer. The customer is upset. How would you handle this situation?

Customers often ask you questions concerning issues on which you have no knowledge. Sometimes customers get angry when you do not know the answers. How would you handle this situation?

A customer is very upset after experiencing problems with your service and is acting rudely toward you. How effective or ineffective would it be to tell the customer that being rude will not improve your service?

A. Very effective B. Somewhat effective C. Somewhat Ineffective D. Ineffective

A customer is very upset after experiencing problems with your service and is acting rudely toward you. How effective or ineffective would it be to apologize for your service?

A. Very effective B. Somewhat effective C. Somewhat Ineffective D. Ineffective

You and a co-worker have great difficulty getting along with each other. How effective or ineffective would it be to try to work out your differences with one another?

A. Very effective B. Somewhat effective C. Somewhat Ineffective D. Ineffective

How long should we wait before approaching or acknowledging a customer in our store?

Tell us what good customer service is to you:

Give us two examples of exceptional customer service you would offer to our customers?

Always remember to treat customers how you would like to be treated if you were in their place. True or False

Most customers want you to make them feel both welcome and important when they enter the store. Instead of starting the process by asking the customers what they need, make an opening friendly comment instead. Tell us of two opening comments you would use.

What makes working with customers so interesting is that every time the door opens, you need to figure out what types of shoppers are entering the store. What type of customer do you think would need your help the most?

A. Hobbyists B. High-Convenience Customers C. Price-Driven Shoppers D. Time-Pressed Customers

While the store's layout, design and signage are important elements in saving customers' time and making it easy to find products, which of the following is the most important task you could do to help?

- **Stocking merchandise in it's proper location.**
- **Fronting the merchandise (pulling products to the front of the shelf) to make it easier for customers to see all the options.**
- **Turning products so the labels face the front.**
- **Returning products that are out of place to their proper location.**
- **Knowing the departments, aisles and the categories within each aisle so you can escort customers quickly to the products they need.**
- **All of the above**

Tell us of a time you were assigned a task that you absolutely hated to do. How did you find the right person to do it or did you complete the task yourself?

Tell us of a time you could not get along with a manager or teacher and why?

Tell us of a time you dealt with a person or manager who had a "Do it my way or the highway" attitude and how you handle it?

If you are scheduled to start work at 8:00 what time should you be in the workplace. A.7:30 B. 7:50 C. 7:55 D.7:59 E.8:00

If you are sick or cannot make it to your scheduled shift, how much time ahead do you think is sufficient to let your manager know?

Tell us if you were scheduled to leave work and your replacement was not there yet. What would you do?

We always have to put our game face on for the customers, smile and be courteous. Tell us what you would do if you're feeling really sad or angry and you're scheduled to work.

The most important thing you need to know to sell effectively is information about the pets and pet products you sell. We require all new employees to complete an online training program we use within the 90 day probation period. Do you have access to the internet and willing to complete training if hired?

What position do you think you are most knowledgeable in our company to start employment in and why? Ex: cashier, Fish department, shipping etc.