**Please use this space to tell us about positions of responsibility that you have had outside of work e.g. university, school, other interests. Please do not use more than 100 wordsç**

Spanish Red Cross - Team Leader of 3 volunteer and managing upto 8 total in Madrid.

American School of Las Palmas - Audio Visual Team Leader managing all needs of the school.

Trekking Mogan - Hiker and trying to inspire youth to join the team and explore natures beauty.

IT Teacher - Trained people from a range of age to use computers be it for entertainment, work or other.

Cybermentoring UK - Senior Cybermentor, worked closely with teens aiding them daily to cope with different bullying problems.

**Please can you explain your understanding of the Tesco business area to which you have applied. Please can you also describe your reasons for choosing this graduate programme, and your long-term career aspirations. Please do not use more than 250 words.**

**At Tesco a number of important skills are critical to both individual and organisation wide success, and are shared by all employees. The following 3 questions have been designed to understand these skills. Please read both questions carefully;**

**Describe the most effective team you have worked in and the contribution that you made to its success. What made the team so effective? What contribution did you make to the team? How did you utilise the different contributions of others? What was the outcome? (250 words)**

Talk about csat score and meetings to improve and outtings and experience sharing along with best practice and customer explainings of surveys.

Give me a recent example of when you have experienced a set back or disappointment. What was the situation? How did you feel? What did you do? What happened afterwards? What did you learn? (250 words)

**Give an example of when you have built a good relationship with someone (ideally, this person will have been a customer) and exceeded their expectations. What was the situation? What did you do? How did the person respond? What did you learn? (250 words)**

Working for Microsoft I was involved in coordinating workshops. I would have customer engineers attending workshops and would make sure they had everything they required. Usually my backup would handle my accounts however this time I was needed as a support call required assistance for Windows 7 RC before it’s release – Microsoft didn’t have in place engineers providing support for the RC version. The customer was a BBC journalist writing a very influential report which would impact the image of the product to be released in the coming weeks. To be able to commit to the engineers and my own BBC customer, I decided to work remotely and give up my own free time at work to handle the situation. I went to the engineers in the building and physically looked around for one who had played around with the RC version. Having contacts within the engineer team helped the cause and I found a senior engineer to look into the case. Being interested in new technology, of course I had already worked with all RC versions of Windows 7 and knew the solution to the problem, however, in order to follow our quality commitment to customers and to make sure the right Microsoft approved solution is provided, I worked with the engineer to help the journalist. I shared this experience with the customer engineers over lunch which helped us develop a better relationship. The journalist reviewed the product to be great and mentioned us in his report.