TEMPLATE · INTERVIEW RECORD · STAFF, CONTRACTORS AND STAKEHOLDERS

The Interview Record

Source: Francesco Dore, The Helm and the Lens, Volume 7b — GSTC Hotel Standard v4.0, subchapters 3.4 (book page 49), 3.7 (book page 87) and 3.8 (book page 99)

HOW TO USE THIS RECORD

Record each interview without names: department, shift and type of contract, the language in which it was held, whether an interpreter was used and who it was, the questions asked, and the indicators each answer corroborates or contradicts. The same record serves for conversations with neighbours and community members beyond the fence; write their role, never their name.

Interview rules — this book's practice

- Interviews are held by the auditor, never by the head of the department of the person interviewed.
- One or two people at a time, in a private room, during paid time.
- In the language the person speaks most comfortably; where an interpreter is needed, one outside the person's reporting line.
- No names are recorded: department, shift and type of contract only.
- Contracted, agency and seasonal staff belong in the sample (B9.1, B9.3).
- Ask people to show or tell, not to confirm: "Show me your route to the assembly point" rather than "Were you trained?".
- Compare every answer with the documents and records; where they disagree, record both sources and the indicator.

The GSTC Hotel Standard v4.0 does not prescribe an interview method. Its indicators (for example A7.5 on materials in languages understood by all relevant staff and B9.7 on a safe, confidential grievance system) can only be tested by asking the people concerned.

Example questions (from the book's cases; adapt them)

Question	Indicators it tests
What does the hotel's sustainability policy say about your own work?	A1.2, A7.2
If the fire alarm sounded now, what would you do? Show me your route.	A3.2
In which language did you receive your training? Could you follow it?	A6.6, A7.5
If you had a problem at work, whom would you tell, and what would happen to you?	B9.7
If you were worried about a guest's child or a colleague, whom would you tell?	B7.1, B7.4

Interview record — sheet 1

Field	Entry
Interview no. and date	
Auditor (role)	
Department	
Shift	☐ Morning ☐ Afternoon ☐ Night ☐ Split ☐ Day
Type of contract	☐ Permanent ☐ Fixed-term/seasonal ☐ Part-time ☐ Temporary/agency ☐ Contractor's staff ☐ Intern
Interviewee (no name)	☐ Staff ☐ Contractor's staff ☐ Community member ☐ Other stakeholder — role:
Language of the interview	
Interpreter used	☐ No ☐ Yes — who (role; outside the reporting line?):
Place and duration	

Question asked	Indicator(s)	Answer (no names)	Corroborates / contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts

Compared with	Entry
Documents or records the answers were compared with	
Follow-up needed (finding log no.)	

Interview record — sheet 2

Field	Entry
Interview no. and date	
Auditor (role)	
Department	
Shift	☐ Morning ☐ Afternoon ☐ Night ☐ Split ☐ Day
Type of contract	☐ Permanent ☐ Fixed-term/seasonal ☐ Part-time ☐ Temporary/agency ☐ Contractor's staff ☐ Intern
Interviewee (no name)	☐ Staff ☐ Contractor's staff ☐ Community member ☐ Other stakeholder — role:
Language of the interview	
Interpreter used	☐ No ☐ Yes — who (role; outside the reporting line?):
Place and duration	

Question asked	Indicator(s)	Answer (no names)	Corroborates / contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts
			☐ Corroborates ☐ Contradicts

Compared with	Entry
Documents or records the answers were compared with	
Follow-up needed (finding log no.)	

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