



1. If anything was possible, what would your dream job be, and why?

If anything is possible, I would love to pursue a career in cooking as a chef. From a young age, I was fond of watching food commercials and shows and watching my mother prepare delicious meals in the kitchen. Over the years, I have developed a keen sense of taste and an intuitive understanding of flavors. I am drawn to the creativity, precision, and discipline required in cooking, and if anything is possible, I believe that becoming a chef would be an immensely rewarding path for me to take.

Becoming a chef would not be an easy journey, but I am willing to put in the work and dedication. I understand that there is a lot of hard work involved, and it takes years of training and culinary experience to master the craft. I am ready to commit to learning from experienced chefs in the field, studying cooking techniques, and experimenting with different ingredients to create unique dishes.

I also believe that becoming a chef would give me a platform to express my creativity and share my culinary vision with others. I would love to develop my own signature style of cooking that blends my passion for traditional flavors with innovative cooking techniques.

So, if anything is possible, I would love to pursue my passion for cooking and become a chef. It would be a challenging and exciting journey, but I am ready to take on this challenge with enthusiasm and hard work.

2. Have you ever experienced a stressful situation in your past workplace (college if fresh graduate), what was it and how did you overcome it?

As a customer service representative, I have faced several stressful situations in the workplace. However, one experience that stressed me out was when a customer called in to cancel and request a refund for a combination of booked flights, hotels, car rentals, activities, and cruise ship and it was non-refundable.

Initially, the customer was calm and polite, and the customer wanted to cancel it as a change of plan. The change of plan reason in the package is a non-refundable one, but as soon as I explained and began the process of cancelling the bookings, things took a turn for the worse. The customers' frustration began to show, and they started to become impatient and demanding.

To add to the stress, the process of cancelling and refunding individual bookings for a package deal was not straightforward, and it took several calls to different departments and vendors to resolve the issue.

Despite the customer's behavior, I kept calm and tried my best to reason with them and communicate the steps we were taking. Ultimately, the customer agreed not to cancel the package as it was not refundable and didn't cancel the booking/

This experience taught me the importance of empathy, patience, and effective communication when dealing with upset customers. It also highlighted the need for multi-tasking and collaborating with other departments in resolving complex issues.



3. In your previous position, what task did you find most challenging and why? What task did you enjoy most and why?

Creating SWMS (Safe Work Method Statement) templates from scanned documents or blurred photos can be a challenging task. It requires a keen attention to detail and a strong understanding of the legal and safety requirements of the task at hand. I must carefully review the existing documentation to identify the key hazards and risks associated with the work to encode it to the template.

The SWMS template must also be structured in a clear and concise manner, making it easy for workers to understand and follow. I had to use plain language, diagrams and other online tools and photo editing software to enhance the clarity of the document. Overall, creating SWMS templates from scanned documents or blurred photos requires a high level of attention to detail and a strong understanding of safety requirements.

The task I enjoyed the most was to create a procedure template. I enjoyed it the most as it was only attaching the PDF file of the customer to the template. I can finish it within 30 seconds, and I can do 100 – 200 a day.

4. How would your previous managers/coworkers describe you?

My previous managers and coworkers consistently described me as a jolly, enthusiastic, and delightful team member. They would often comment on my contagious positive energy and my ability to keep everyone in good spirits. I was always punctual and reliable, ensuring I arrived early to the office whether on a sunny or rainy day or even when there was a storm, I always upheld my responsibilities dutifully.

I often brought joy and laughter to the workplace and sought to motivate my colleagues to excel in their tasks. My quick wit and sharp sense of humor often helped to break tensions during stressful situations. I was always willing to lend a helping hand, taking on additional responsibilities without hesitation.

Above all, I strove to create a positive and inclusive work environment where everyone felt valued and welcome. My commitment and enthusiasm for my work were evident and helped to inspire and motivate those around me.



5. What personal or professional accomplishments are you most proud of?

Staying in a job for more than two years is definitely one of my most remarkable accomplishments, especially in today's fast-paced and ever-changing work environment. It speaks volumes about my commitment and dedication to my work, as well as my ability to adapt and evolve as an employee.

In my previous job I only last for about 7 months due to pressure, toxic environment, and various factors such as unstable working environment, lack of career growth or an unsupportive management.

During my time at Pathcutters, I have been able to demonstrate my skills, contribute to the organization's success, and build strong relationships with my colleagues. I may have even taken on additional responsibilities, demonstrating your willingness to go above and beyond what is expected of me.

Without a doubt, staying in a job for more than two years shows loyalty, dedication, and professionalism, all of which are highly valued qualities in any workplace.