# Shortlisting questions for Planner

## Guidance for applicants

As part of your application, you will need to provide answers to some shortlisting questions.

Do not send this document as a separate attachment. You will answer these questions on the online application system.

Your answers to the shortlisting questions are the most important part of your application. They will be used in the shortlisting process to assess whether:

* you meet the essential requirements for the role set out in the person specification
* you should be offered an interview.

Before you start your application, please read our guidance on [completing a CV](http://www.brighton-hove.gov.uk/jobs/open-vacancies-and-how-apply-brighton-hove-city-council/supporting-your-job-application/cv-guidance) and [on answering shortlisting questions](https://www.brighton-hove.gov.uk/jobs/council-jobs/shortlisting-questions-guidance). These give important advice which will increase your chance of success in the shortlisting process.

These are the questions you will be asked in the online application for this role. Do not answer them on this document. Instead, add your answers in the boxes that will appear as you go through the online application process.

1. Please give an example of when you have worked in a busy environment in a previous role and how you kept yourself focused and organised.
2. Please give an example of when you have gone ‘above and beyond’ to help a customer or colleague
3. Please describe what you think constitutes ‘excellent customer service’ within the field of Housing Repairs
4. Please can you describe an example of a time you have worked as part of a team to achieve a goal
5. Please give an example of when you have had to deal with a customer who wasn’t happy with the service you provided and how you dealt with this situation