

TELEPHONE BETTING



Confidential - Call Centre Application Form

Personal details

Name

Address

Postcode

Home telephone number

Work telephone number

Which of these numbers can we use to telephone you to discuss your application? home / work / either*

*delete as applicable

Date of Birth

How did you find out about this vacancy?



INVESTOR IN PEOPLE



Multiple Choice

The first section is about your experience of paid full-time or part-time employment and vacation work eg previous occupation, Saturday jobs, placements, etc. Please tick all that apply

	Full-time	Part-time
• Work in a call centre (other than Ladbrokes)	<input type="radio"/>	<input type="radio"/>
• Other mainly telephone-based work (eg telephonist)	<input type="radio"/>	<input type="radio"/>
• Office-based secretarial and clerical work	<input type="radio"/>	<input type="radio"/>
• Retail sales / shop assistant / bank cashier	<input type="radio"/>	<input type="radio"/>
• Betting shop	<input type="radio"/>	<input type="radio"/>
• Bar work / waiter/waitress / fast-food outlet	<input type="radio"/>	<input type="radio"/>
• Work mainly outdoors (eg construction, traffic warden)	<input type="radio"/>	<input type="radio"/>
• Factory / assembly work	<input type="radio"/>	<input type="radio"/>
• Warehousing / portering	<input type="radio"/>	<input type="radio"/>
• Other full-time or part-time employment	<input type="radio"/>	<input type="radio"/>
• No previous work experience	<input type="radio"/>	<input type="radio"/>

Which of the following best describes your reason for wanting to leave your current job (or previous job if not currently employed)? (Tick one circle only)

• To seek a change or get more variety in your work	<input type="radio"/>
• For generally better pay and conditions	<input type="radio"/>
• For greater convenience (flexible hours, less travelling)	<input type="radio"/>
• To seek added responsibility or develop your career	<input type="radio"/>
• Something else, or no previous work experience	<input type="radio"/>

Which of the following have helped your achievements in life to date?

Tick your 1st, 2nd and 3rd choice

	1st choice	2nd choice	3rd choice
• Working hard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Being flexible about what you do	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Getting to know the right people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Having high standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Being in the right place at the right time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Being motivated	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Having the right background	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Having the support of friends / family	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My natural talents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My self assured nature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Something else	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How would you best sum up your relationships with people you have worked with? (Tick one circle only)

• I always try to be polite and get along with other people at work, but most of the time I would prefer to keep myself to myself	<input type="radio"/>
• I always try to get on and be friends with other people at work, but some people are just difficult to like and to get to know	<input type="radio"/>
• I can get on with practically everyone I work with, even the people I don't particularly like very much wouldn't be able to tell	<input type="radio"/>

What do you believe has been your major accomplishment to date?

• Sporting achievement	<input type="radio"/>
• Scholastic or academic success	<input type="radio"/>
• Obtaining the recognition of others	<input type="radio"/>
• Development of yourself as a person	<input type="radio"/>
• Making close friendships	<input type="radio"/>
• Making your family proud of you	<input type="radio"/>
• Achieving a position of respect	<input type="radio"/>
• Something else	<input type="radio"/>



ice Section Please read the question fully before making any marks on the form. Please indicate your answer by ticking inside the ap

The following section is about your preferences for different kinds of work. Please tick one circle in each row to indicate whether you 'prefer to do' the kind of work described, 'prefer not to do' this kind of work or have 'no preference' one way or the other.

	Preferto do	No Preference	Prefernot to do
• Working with new technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Dealing with difficult or awkward customers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Concentrating on one job at a time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Talking to customers on the telephone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Getting people interested in services they might not have used before	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Answering technical questions about Ladbrokes services (eg bets, races, events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Making sure procedures and rules are followed properly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Providing help and advice to new colleagues beginning the job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Working to clearly defined targets and standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Talking to customers face-to-face	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Work which enables you to set your own schedule and timetable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Working on your own without too many distractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Typically, which of the following gives you the greatest satisfaction? (Tick one circle only)

• Being told you have done a good job	<input type="radio"/>
• Providing a service to other people	<input type="radio"/>
• Being with family or close friends	<input type="radio"/>
• Solving a problem on your own	<input type="radio"/>
• Seeing a tangible reward for your efforts	<input type="radio"/>
• None of these	<input type="radio"/>

The next section is about your approach to educational study. Which of the following best describes your approach to studying for tests and exams? (Tick one circle only)

• Mainly revised 'a little but often' in weeks leading up to exams	<input type="radio"/>
• Mainly revised in the week of the exams or 'swotted-up' the night before	<input type="radio"/>
• Mainly revised those topics which you hoped would come up, just before the exam	<input type="radio"/>
• Did not find special revision particularly helpful or useful	<input type="radio"/>
• None of the above	<input type="radio"/>

Which of the following factors contributed most to your success at school or college? (Tick one circle only)

• Support from family or friends	<input type="radio"/>
• Quality of teachers / teaching methods	<input type="radio"/>
• Your ability or capability to learn	<input type="radio"/>
• Hard work on your part	<input type="radio"/>
• A 'knack' for choosing the right subjects	<input type="radio"/>
• Something else	<input type="radio"/>

Thinking back to the 'rules' of behaviour at your school or college, did you...? (Tick one circle only)

• Go along with them, even though you thought they were a bit over the top	<input type="radio"/>
• Generally accept them without giving it a lot of thought	<input type="radio"/>
• Abide with them because you thought they were a necessary part of school life	<input type="radio"/>
• There were no particular rules of behaviour at my school	<input type="radio"/>



appropriate circle

The next section is about your spare time activities.

What factors have most affected the particular kinds of activities you pursue in your spare time? (Tick one circle only)

- Need to fit things around work or other practical constraints
- Family or friends' interests
- Convenience / local availability
- Tried it out and decided to take it up seriously
- No special reason, gradually became interested over time
- Something else

Do you hold, or have you ever held any of the following positions of responsibility? (Tick as many as apply)

- Treasurer of a club or society
- Other committee post in a club or society
- Sports or games captain
- Staff / student group representative
- Neighbourhood watch official or similar
- Others (please write in)
- _____
- _____

Please tick the circle below that is closest to how you feel about betting. (Tick one circle only)

- I think that betting is a bit of a waste of time for most people
- I can see the pleasure people get from betting but do not bet myself
- I enjoy the occasional flutter on 'big' events
- I enjoy betting and regularly place bets
- None of the above

In this last section, we would like to know a little more about you and your preferred work-style. Below, you will find a number of pairs of statements. For each pair please state whether statement a. or statement b. is more like you. Sometimes the choice may seem rather fine, but try your best to answer a. or b. for all of the statement pairs.

'I am generally the sort of person who prefers to...'

- a. control my feelings and keep things to myself
- b. let other people know what's on my mind
- a. prioritise my work, some tasks are more important than others
- b. do my work as it arrives, all my work is equally important
- a. find out what other people really want
- b. tell other people what they really need
- a. behave differently with different kinds of people
- b. behave in the same way with everyone
- a. introduce myself to strangers
- b. wait to be introduced
- a. seek advice to help with my problems
- b. keep my problems pretty much to myself



Educational qualifications

Please list all the school, college and / or professional examinations you have taken. State the level (eg GCSE, 'O'level, Standard Grade (Scotland), GNVQ, etc), the result (pass or fail), and the grade. You may be asked to supply original certificates if a job offer is made and accepted.

Subject	Level	Result	Grade	Date

Current / most recent employment

Please give details of your last three employers. Start with your present employer or, if not in paid employment, state your current circumstances (eg full-time education, homemaker, unemployed). Include both full and part-time positions, and vacation work.

Name, address & telephone number of present employer (or current circumstances)	Job title and duties (state whether full or part-time and, if part time, state the hours you work)	Employed from / to	Salary / wage

Previous two employers (or previous circumstances)	Job title and duties (state whether full or part-time and, if part time, state the hours you worked and your reason for leaving)	Employed from / to	Salary / wage

Monitoring Information *Equal Opportunities For All at Ladbrokes*

Ladbrokes is committed to equal opportunities for all. This means that everyone who works for us is treated equally, whatever their gender, marital status, race, colour or whether they have a disability. This includes anyone applying to join us.

To ensure that our policy is working in practice, particularly when we are taking on new members of staff, we need to review and monitor every stage of the recruitment process. You can help us to do this by completing the sections below. **Any information that you supply will not be used as part of the selection process.** Your application will not be affected should you choose to leave this section blank.

Marital Status:

- Single
- Married
- Other

Sex:

- Female
- Male

I would describe my ethnic origin as:

- White - UK
- White - Irish
- White - Other (please specify)
- Black - African
- Black - Caribbean
- Black - UK
- Black - Other (please specify)

- Asian - Indian
- Asian - Pakistani
- Asian - Bangladeshi
- Asian - Chinese
- Asian - UK
- Other (please specify)

Do you have any physical or mental impairment which has a substantial and long-term adverse effect on your ability to carry out normal day-to-day activities? Yes No

If yes, please give details of any reasonable adjustments that the company ought to consider in order to enable you to carry out the job for which you have applied:

An interview is guaranteed to any person with a disability if they can show that they meet the minimum criteria for the job.

Have you ever been found guilty of any criminal offence?

(excluding those spent under the Rehabilitation of Offenders Act)

Yes No

If yes, please give details:

Declaration

I declare that the information supplied by me is correct. I agree that, if offered a post, references may be taken up with my present and previous employers.

Signature:

Date:

**When completed, please return this form to:
The Telephone Betting Recruitment Co-ordinator, Ladbrokes Limited, Imperial House,
Imperial Drive, Rayners Lane, Middlesex HA2 7JW**