

Frequently Asked Questions - For Applicants Frontline/Entry Level Management



These Frequently Asked Questions are designed to assist applicants with standard topics and questions associated with frontline Pre-recorded Video/Audio Interviews powered by HireVue.¹

CONTACT INFORMATION FOR TECHNICAL QUESTIONS

Applicant Support:

If you have any technical questions, please contact HireVue's 24-hour Support: support@hirevue.com or 1.800.655.4106 or [HireVue 24/7 Live Chat](#).

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GENERAL INFORMATION AND BENEFITS

Q: What is a “Pre-recorded Video Introduction” powered by HireVue?

A: HireVue is a video-based interviewing tool designed to fast-track your way through the interviewing process and introduce yourself to the hiring manager.

[Click here](#) for a sneak peek of how you will complete your Video Introduction.

Q: How will the use of a “Pre-recorded Video Introduction” powered by HireVue benefit me?

A: We're excited to provide the modernized and flexible application experience for you:

- ✓ An opportunity to get in front of the hiring manager and extend a job offer faster.
- ✓ An opportunity to tell your story and to show you are more than words on a resume!
- ✓ You don't have to take time off of work
- ✓ No travel time, cost or scheduling issues – do it at your convenience
- ✓ Casual attire

If you require reasonable accommodation to complete this video interview process, please contact HireVue Support at Support@hirevue.com. If you require reasonable accommodation in completing any other aspect of Compass Group's employee selection process, please direct your inquiries to 1-800-357-0012 (when prompted, please dial extension: 3285335). This is a dedicated line intended solely to assist disabled job seekers whose disability prevents them from being able to apply online. Only messages left for this purpose will be considered. A response to your request may take up to two business days.

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Q: What can I expect when completing a “Pre-recorded Video Introduction” powered by HireVue?

A: A video introduction is our way to get to know you. When you start the introduction, you will have the option to take practice questions to become familiar with the system prior to answering your real introduction questions.

These interviews are set up and managed by Compass Group. Just like an in-person interview, you will not know the questions until you start the interview, but you will have 30 seconds to prepare and re-record each question as many times as necessary before submitting the interview.

[Click here](#) to see a step-by-step overview.

COMPLETING THE PRE-RECORDED VIDEO INTRODUCTION

Q: How will I be invited to complete the “Pre-recorded Video Introduction”?

A: Once you submit your application, you will be prompted to participate in the Video Introduction via the “Take Assessment” button. You will also receive an email from Compass Group Recruiting containing a link to the Video Introduction. Additionally, you can log in to your Compass Group Careers Profile and can find the introduction link under “Jobs Applied.”

Q: What do I need to complete my “Pre-Recorded Video Introduction”?

A: We suggest that you record the video introduction in a distraction-free environment with good lighting. You can complete the Video Introduction via cell phone, desktop computer, or tablet with a camera and microphone capabilities. If via mobile device, you’ll need to download the mobile app. Additional details and instructions are included in the email invitation.

Q: What is the dress code for my Video Introduction?

A: Lose the suit and dress a little more casual.

Q: Will I have the opportunity to practice?

A: Yes, you will be able to answer practice questions as many times as you would like. This will allow you to check your camera, lighting and sound prior to beginning your actual video introduction.

Q: How much time do I have to complete the interview?

A: You are encouraged to complete the interview process at the time of application. If this is not feasible, we encourage you to complete it within the same day. Although the link to complete the video introduction will not expire.

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Q: Can I complete the “Pre-recorded Video Introduction” powered by HireVue using a mobile device?

A: Yes! You can complete the introduction using any device at any time. If you’re using a mobile device for the introduction, you will be prompted to download the HireVue App. Once you select “Start Assessment” in your email invitation, you will automatically be directed to the HireVue App in the application store. Simply download and open the app to begin your video introduction.

Q: How long does it take to complete the “Pre-recorded Video Introduction” powered by HireVue?

A: Each Pre-recorded Video Introduction contains five questions and your response to each question can last up to 3 minutes. You are not required to use the full response time. Most introductions will be completed within 5 to 10 minutes.

Q: Can I retake my “Pre-recorded Video Introduction” powered by HireVue after it has been submitted?

A: No, but you have the ability to re-record each question as many times as necessary before submitting your introduction video.

Q: How will I know if my “Pre-recorded Video Introduction” powered by HireVue is complete?

A: After you answer all 5 questions, you will be directed to a screen confirming your Video Introduction has been successfully submitted. Also, you can log in to your Compass Group Careers profile to check the status of your Video Introduction.

Q: If I start my “Pre-recorded Video Introduction” powered by HireVue and cannot complete it, will I be able to save it and complete it at a later time?

A: Yes, your Video Introduction will be saved if you need to complete it at a later time. After you log in to your Compass Group Careers Profile, click on “My Profile” and find the “Jobs Applied” section. The introduction link will be there if the introduction is unfinished.

Q: Do I need to complete a “Pre-recorded Video Introduction” powered by HireVue for every position I apply to?

A: Yes, you will be prompted to complete a separate video introduction for each job application submitted.

Q: What if I entered the incorrect e-mail address on my application and did not receive the email invitation?

A: You will need to log in to your Compass Group Career profile in order to locate your introduction link. While there, make sure you update your e-mail address to ensure that you receive any further communication.

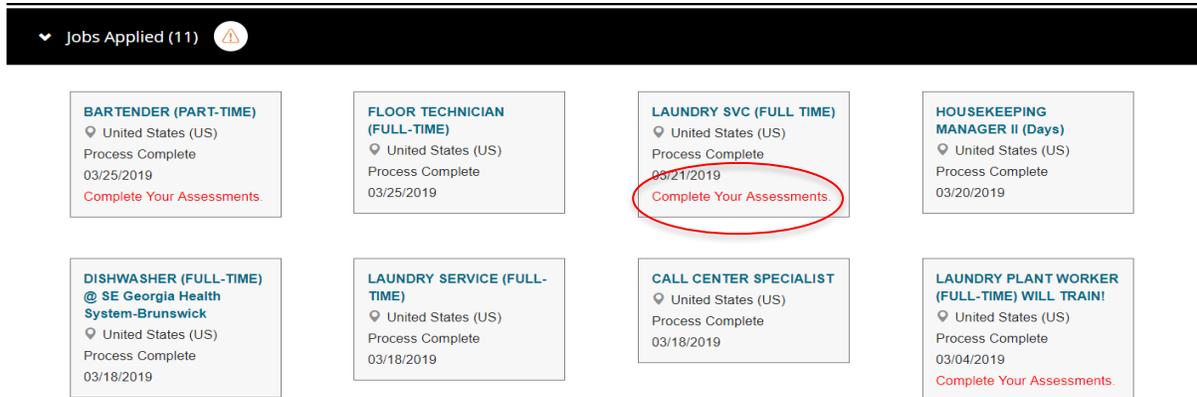
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Q: What if I cannot locate my Video Introduction email invitation?

A: Check your spam/junk folder for the invitation email, as it can get routed there instead of your inbox. If you are unable to locate the invitation email in your junk/spam folder you can log in to your Compass Group Careers Profile to locate the introduction link. Click on “My Profile” and find the “Jobs Applied” section. The introduction link will be there if it is unfinished. (See example below).



Q: Who will have access to view my Video Introduction?

A: Compass Group’s hiring team will be able to view your video introduction.

Q: Are there any best practices for completing the introduction?

- A:**
- 1) Make sure you are in a quiet location with good lighting. We want to hear what you have to say!
 - 2) Take advantage of the unlimited attempts to re-record your answers.
 - 3) Finally, just be yourself. We cannot wait to meet you!

TECHNICAL QUESTIONS

Q: What devices can be used to complete the “Pre-recorded Video Introduction” powered by HireVue?

A: You can use a cell phone, desktop computer, or tablet with camera and microphone capabilities to complete the Video Introduction.

Q: Are there any browser limitations?

A: Internet Explorer **cannot** be used to complete HireVue Video Introduction. Introductions will need to be completed on supported browsers (Google Chrome, Firefox or Safari) or via the HireVue App for Applicants (available for free download in the App Store). For further technical details [click here](#).

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Q: What if I do not have access to a device with a camera and/or microphone?

A: You can ask to borrow a device from a friend/relative or you can use public resources which might be available at your local library or job center.

Q: If my mobile device has a cracked screen, will it impact my interview?

A: No, your interview will not be impacted. If the camera lens is cracked, it will not produce a clear image, but the audio from your interview will be successfully captured.

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