



Candidate Playbook: Service Engineering Supplement

YOUR PRACTICAL GUIDE TO RECRUITMENT AT TETRA PAK ▶





Hi, I'm Obi!

I'm 38 years old and have worked at Tetra Pak for 10 years. I started as a Service Technician and throughout the years I have had the opportunity to develop and grow.

I am now ready to take the next step in my career and apply for a Senior Service Engineer position. I have already read the full [Candidate Playbook](#) but I'd like to give you some additional tips about applying for Service Engineering positions at Tetra Pak.

FOLLOW ME

1. Steps of the recruitment process

Our brand promise is **PROTECTS WHAT'S GOOD**, and we strive to make a difference by protecting food, people and our futures. In our search for the right talent, we focus on good people who together will create smart solutions – allowing us to fulfil our brand promise. **Together.**

We take great pride in our Service Engineering Teams. They work very closely with our customers delivering food and beverage products to communities across the world. When we search for new Service Engineering team members to join the global Tetra Pak Group, we take into consideration a range of factors, from skills and technical or functional aptitude, to future career ambitions and aspirations, to capability and professional background. It is important we get the selection right, for you, and for us.

For the Service Engineering positions, we have introduced some additional steps into the recruitment process including state-of-the-art digital tools and online assessments to help you showcase your abilities and help us understand your capabilities that much more. Are you ready to shine?

Since we know Service Engineering professionals are always on the go, our goal is to make our recruitment process as convenient and efficient as possible. The tools we use will allow you to complete assessments and interviews conveniently from wherever you are, at a time that fits your busy schedule. This allows you the ultimate flexibility.

The Candidate Playbook outlines most of the steps that you can expect in the hiring process, but there are a couple of extra steps that we'll ask you to take for Service Engineering roles:

1. When you apply, we will ask you to answer a few additional questions on the application page. This will help us to understand quickly whether or not you meet the necessary qualifications for the position.
2. If you are shortlisted, we will invite you to complete a HireVue video interview. You can complete this at a time that suits you.
3. Following the HireVue video interview, you may then be invited to complete online psychometric assessments.
4. In case you are invited to a first interview, you will meet with your recruiter and an assessor or hiring manager in a live interview setting.
5. At this point, if both sides are still interested, we may take the opportunity to introduce you to other members of the hiring team.

THE SSP DIGITAL PROCESS

STEP 8
Complete Checks



STEP 9
Job offer



STEP 7
2nd Interview



STEP 6
1st Interview



STEP 5
Psychometric Assessments



STEP 4
Shortlisting



STEP 3
Screening



STEP 2
Time to shine. You are more than your CV.



STEP 1
Join a good company



HireVue Top Tips:

The HireVue video interview will allow you to bring your skills and motivation to life, and to help us to start to understand some of your technical skills. The HireVue video interview will take approximately 45 minutes for you to complete.



“The [Candidate Playbook](#) provides a lot of information about how to prepare for a HireVue video interview, but let me share some top tips here:”

Technology:

- Before you start, make sure to check the technology such as internet and device battery.
- Use the option to test the sound and camera before starting.

Practice:

- To get yourself warmed-up, and more at ease with the tool, take the opportunity to answer a few practice questions. The answers are not saved, no one will see them besides you.

Time:

Allow yourself at least one hour to complete the video interview. This includes 15 minutes to ensure technical preparation and about 45 minutes to complete the interview.

Room and light:

Choose a calm, quiet place to complete the recording. Be aware of the lighting, of how and where you choose to position yourself and the background. Use the practice questions to adjust your settings if you need to.

Top Tip: Have a pen and notepad with you so you can take notes and prepare your responses.

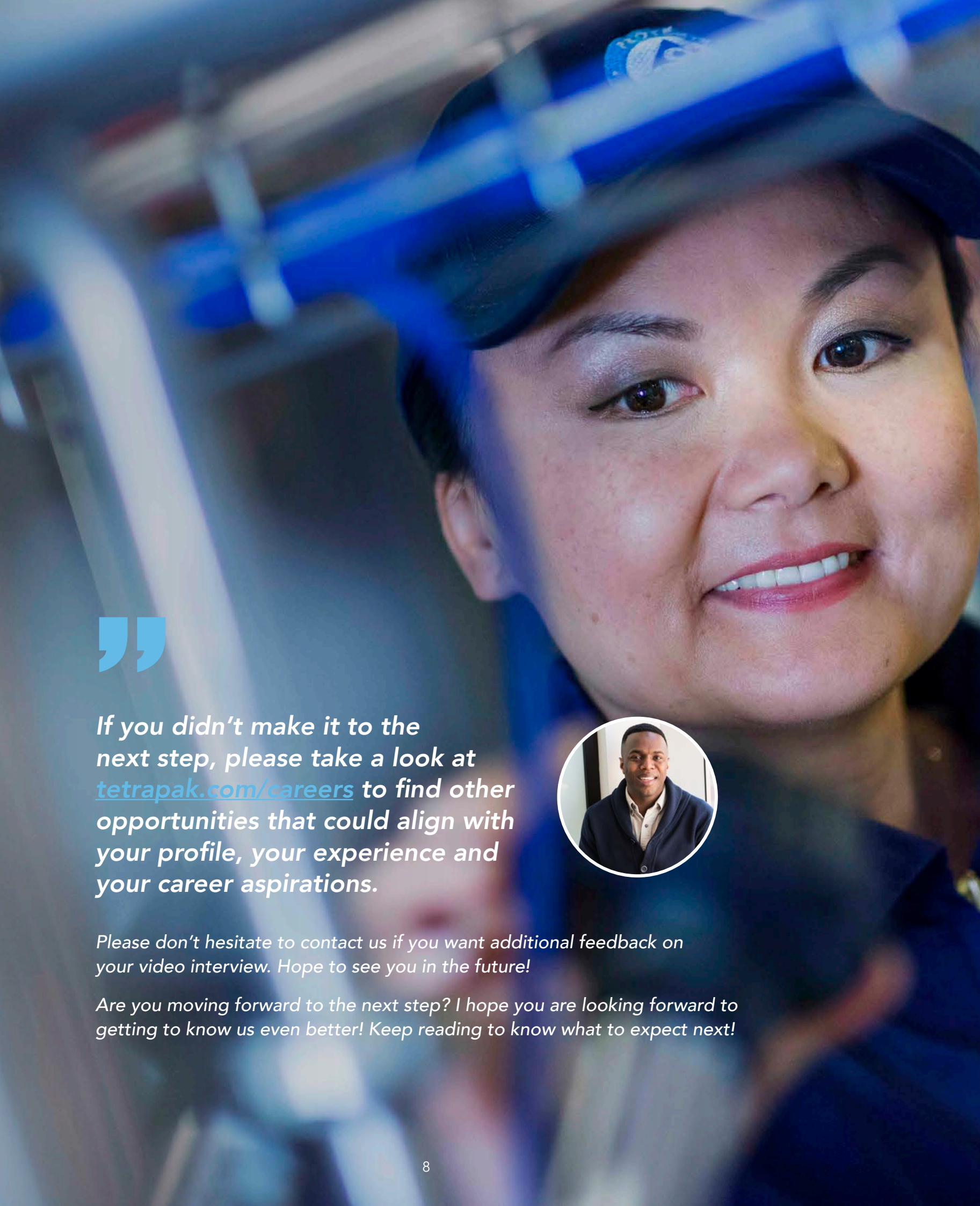
Sound: Make sure it's quiet around you. Background noise is usually louder when recording and might be disturbing to the person who listens. We recommend headphones. A tip is not to wear noisy (!) jewellery.

Keep your eyes on the camera, not the screen. It gives the recruiter a feeling of eye contact.

Clothes: Dress comfortably and as if you're going to a face-to-face interview.

..... **And most important - be yourself!**





If you didn't make it to the next step, please take a look at tetrapak.com/careers to find other opportunities that could align with your profile, your experience and your career aspirations.



Please don't hesitate to contact us if you want additional feedback on your video interview. Hope to see you in the future!

Are you moving forward to the next step? I hope you are looking forward to getting to know us even better! Keep reading to know what to expect next!

Prepare for the psychometric assessments

While the recruiter and assessor or hiring manager are reviewing your HireVue video interview, you could take the opportunity to prepare for the assessments included in the next step.

For Service Engineering roles, we use psychometric assessments provided by our trusted partner, SHL.

Psychometric assessments provide us with an independent and objective measure of a person's competencies, abilities, personality, and motivation.

Practical preparations for psychometric assessments:

- Get to know more about what a psychometric assessment is. You can research online and SHL provides some great practical information on [their website](#).
- Take some practice tests to get to know what to expect. SHL provides some [practice tests online](#) to help you warm up.
- Create the right environment by setting some time aside free of distractions, noise and at a time when you are able to concentrate and not too tired.



It's time to start

When you move forward to this step, you will receive an invitation directly from SHL Talent Central: talentcentral@shl.com with a unique link to the assessments.

There are three assessments you will need to complete. In total, it will take you approximately 1 hour.

Note: you don't need to complete them all in one sitting.

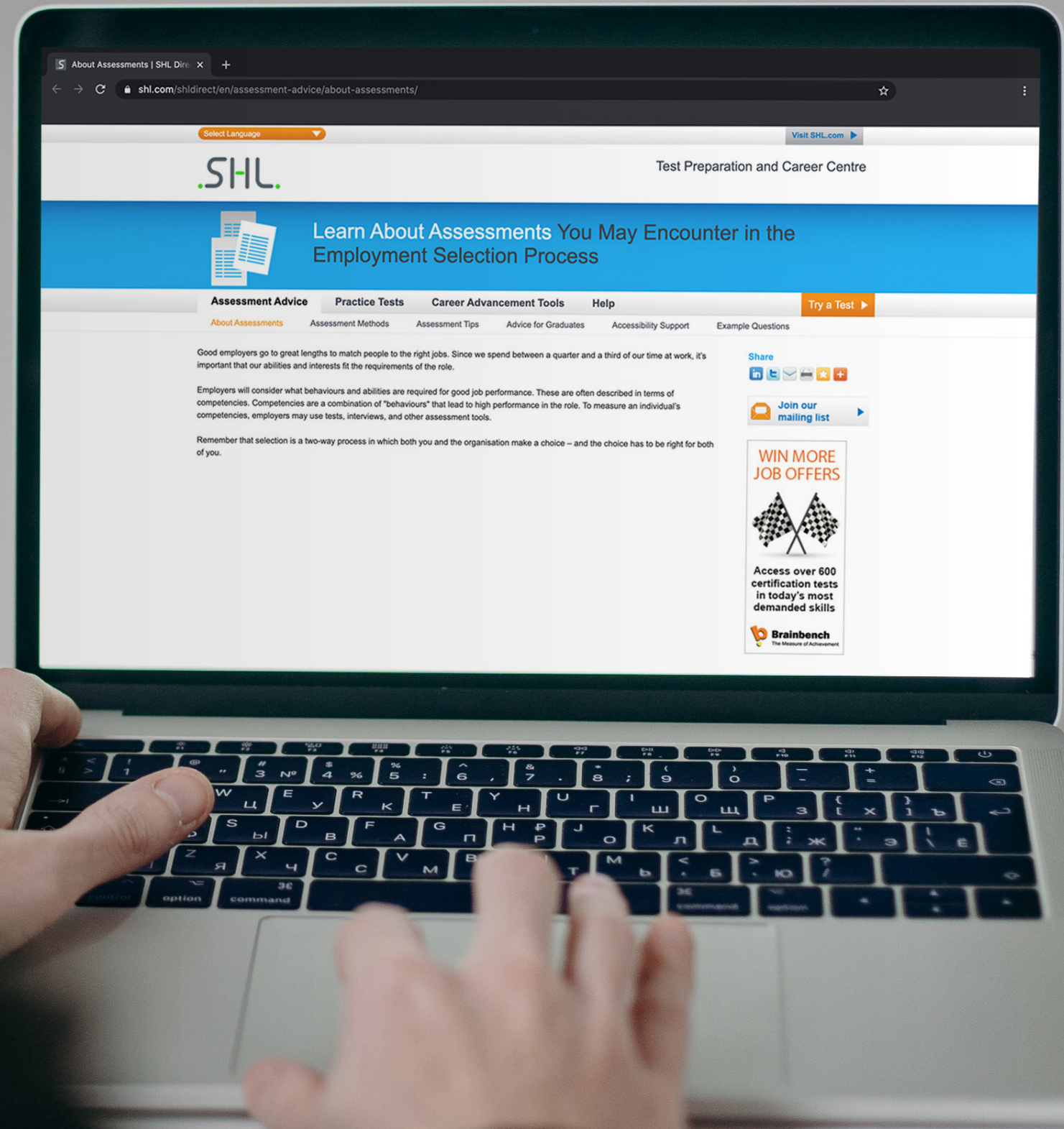
The assessments are:

- Verify Following Instructions (about 10 minutes to complete)
- Verify Mechanical Comprehension (about 20 minutes to complete)
- Tetra Pak Apta (typically about 20 minutes to complete)

In case you do not complete them all at the same time, that's ok! But do ensure you can complete each assessment in one sitting. This is important to help you get into the flow of the assessment and not be distracted.

Once you login, you will be able to select a language to take the assessment in. If you are unable to select your native language, select the language you are most comfortable with.

Once you have completed your assessments, you will receive a confirmation email.





We want to know YOU

Please be yourself! It's important that you represent your true self through each step of the process.

Our Service Engineering Teams are some of the best in the industry and it's important that we are able to learn about your true skills, abilities, and behaviours. If selected for the position, you will quickly start to learn and develop your skills and abilities further and it's important that we understand them properly before you join us. **We trust you to complete each assessment on your own and to the best of your ability.**

Do you need any special accommodations?

Do you have a qualified disability and require extra time to complete any of the online steps in the process?

For the HireVue video interview reach out to us via a link in the HireVue video interviewing tool, and we will provide you with the appropriate conditions.

For the SHL psychometric assessments, please reach out to your recruiter with your specific needs and we will take steps to provide you with the appropriate conditions.



"So, that was it – well done!"



So, what's next?

Keep referring to the [Candidate Playbook](#) to help you to plan and prepare for face-to-face interviews (whether they are virtual or in person), what to expect if you're made an offer, and some information about onboarding.

Before you go here are some final tips about interviewing:

- **Read up on Tetra Pak** and the role you are applying for.
- **Know who you are meeting.**
- **Prepare to answer questions** by thinking of different experiences you've had in your career.

- **Prepare to answer technical questions** with practical experiences that you've had; like problems you've had to solve, or equipment that you've had to fix.
- **Check the digital practicalities** like an internet connection and sound (if virtual).
- **Ensure that you allow enough time** for travel and arrive calm and composed at the right time and at the right location (if in person).
- **Ask the recruiter** if you are not clear on any of the above – we are here to help you, not hinder you!

We are looking forward to learning more about you through this journey with the hope of presenting you with an offer. We would love to welcome you to our Field Service Operations teams at Tetra Pak!



Are you already an employee at Tetra Pak?

Visit our [onboard page](#) on our intranet Orbis and have a look in the [myDevelopment guide](#) to explore your career opportunities.

See you at Tetra Pak!



