

Mitchells & Butlers  
Retail Graduate Scheme  
Assessment Day Information



# Contents

<b>Welcome &amp; Assessment Day Agenda</b> .....	<b>3</b>
<b>Candidate Guidelines</b> .....	<b>4</b>
<b>What to bring with you on the day</b> .....	<b>6</b>
<b>Top Tips</b> .....	<b>7</b>
<b>Guide to the structured interview</b> .....	<b>8</b>
<b>Your Project Presentation</b> .....	<b>9</b>
<b>What happens next?</b> .....	<b>10</b>

# Welcome

We are pleased to invite you to our next Graduate Retail Scheme Assessment Day. Please read through this booklet carefully to help your success on the day.

We hope it will provide you with enough information to:

- Understand the purpose of the Assessment Day – why it has been introduced and what can be gained from it.
- Know what to expect when you attend the Assessment Day.

If you have any queries that are not answered in this guide, please contact Emma Jones on 0121 498 5940 or email [support.forgrads@mbplc.com](mailto:support.forgrads@mbplc.com)

## Assessment Day Agenda

- Tea / Coffee and Networking
- Welcome Presentation – An introduction to the day
- Interview along with your SWOT analysis & ‘Why Me?’ presentation (referred to in this guide as your Project)
- Numeracy Exercises
- Group Exercise
- Summary

We look forward to seeing you on the day  
**The Mitchells & Butlers Careers Team**

# Candidate Guidelines

## Why an Assessment Day?

The aim of this Assessment Day is to identify candidates' individual strengths and development areas based on an objective measurement of your abilities. The Assessment Day allows us to evaluate whether we believe you have the necessary skills and ability to make a good assistant manager in one of our brands within the vision of Mitchells & Butlers. We also want to provide you with an equal opportunity to demonstrate your strengths and ability.

However, it is also important for you to remember that an Assessment Day gives you the opportunity to assess us! There will be plenty of time for you to chat to some of the assessors and ask questions about terms and conditions of employment and decide whether you think you could fit in with Mitchells & Butlers.

## What assessment exercises are used on the day and why are they used?

We choose one exercise from a range of assessment exercises to use on the day. The group exercise allows us to see how you work with a team/in a group. The presentation and interview are much more about observing and hearing about your talents and work experience. The exercise is designed to allow you the opportunity to demonstrate your capability in areas that would support your application to the Retail Graduate Scheme.

The assessors will look for evidence throughout the day that supports your application. During the group exercise it is important that you speak and have some input. Some candidates may agree with what is being said and write down ideas but unless the assessors hear first hand those thoughts and ideas they are unable to understand capability and unable to give feedback on the exercise.

During the day you will be expected to participate in:

- Group Exercise
- A competency based interview (see guide on Page 8)
- Presentation of your project (see Page 9)
- 2 numerical excersises (see sample tests on Page 10)

## Who are the assessors?

Assessors will be specially trained Mitchells & Butlers Personnel, representing many of the Company's brands. All assessors will have much experience and knowledge of the Manager's role within Mitchells & Butlers. Assessors are likely to be Retail Business Managers (RBM's) or HR professionals.

### What do I get from all of this?

- Your skills will be assessed objectively against our competencies. This makes the assessment fair, even-handed and accurate
- You will get the opportunity to receive constructive feedback from assessors. We feel that this will be of potential benefit if you wish to know how you have done
- You will be reviewed having provided evidence of personal strengths and development areas. This increases the likelihood of job success, which is obviously of benefit to you and your future career with Mitchells & Butlers

### Is there anything I can do to give myself a good chance of success?

- Read through these guidelines thoroughly and familiarise yourself with the programme
- Ensure you have done your practise numeracy papers and ensure you have run through your project and it is no more than 10 minutes long
- Know exactly where you are going on the day and try to arrive in good time. Arriving flustered won't help you! Ensure that you leave plenty of time to allow for any difficulties in getting to the Assessment Day. Make sure you have planned your route. If you arrive early, you allow yourself time to relax, and prepare for the day. Don't forget that there are refreshments on arrival
- Do try and participate actively in the group discussion and the interviews
- Do feel free to talk to the assessors and ask questions during the breaks
- Try to relax and enjoy the day as much as you can. Remember, it is your chance to impress the assessors and learn more about the job

### What should I do to prepare for an Assessment Day?

#### Before the day

- Visit some of Mitchells & Butlers branded outlets. This will help you become more familiar with the company. For more details of where some of our brands are located, you can visit our website [www.mbplc.com](http://www.mbplc.com) and enter your post code where prompted
- Prepare for the types of interview questions you may be asked. In particular think about the skills you would need to become a good assistant manager, and how you can demonstrate these on the day
- There is a numerical test - so if you are not confident with numbers try and get some practice

#### On the Day

- Dress comfortably - the dress code for the day is smart casual - this includes smart jeans and a shirt
- Remember - you are assessed against competencies, not each other! This means you are not in competition with each other, and there is an unlimited amount of places
- A successful day should mean that it is a two way process - you should be assessing us as much as we assess you. This is an opportunity for you to decide whether this is the right company for you!
- Be yourself!

# What to bring with you on the day

## Identification

You will need to bring the ORIGINAL and a PHOTOCOPY of one document from list No.

1. And one document from list No. 2.

### List 1

Documentation which confirms your right to legally work in the United Kingdom.

The following documents are acceptable:

- A passport or national identity card with a valid work permit or endorsement stating current right of residence in the UK.
- A full birth or adoption certificate issued in the UK or Channel Islands.
- A passport or national identity card and a workers registration application form or certificate.
- A passport or national identity card and blue card.
- A letter from the Home Office / UK Border Agency granting right of residence in the UK.

### List 2

An official document containing your National Insurance Number.

Acceptable documents are:

- National Insurance card, P45 or P60.
- Confirmation of Job Centre plus NI number application (tear off section provided at the interview).
- Payslip from a previous employer.

## Your Project (SWOT analysis & 'Why Me?' presentation)

You will need to bring 2 copies of your project to the Assessment Day. One copy will be for the Assessor to read before your interview.

## CV's

Please bring with you a copy of an up-to-date CV detailing your work experience, roles and responsibilities over the last 3 - 5 years.

## Study Qualifications

Please bring the original and a copy of either your (i) Graduation Certificate or (ii) letter of predicted grade.

## Top Tips

- Always try to arrive 15 minutes early**  
It means you can relax when you get there and compose yourself before the assessment begins
- Make sure you have read through all the material**  
Make sure you are familiar with the information provided
- Dress Code**  
Smart casual is worn at our support centre - most of our office staff wear jeans and a smart top (men) or dresses, jeans, skirts and a smart top (ladies). You won't see many suits!
- Make friends and network**  
The day is not a competition so talk to the other candidates as you will be doing a group exercise together where communication is important this is also a good opportunity to network with the Mitchells & Butlers assessors
- Listen and ask questions**  
The day is a two way process - we want to impress you as much as you want to impress us!
- Be Confident**  
If you don't communicate on the group activities we can't assess you - be yourself and join in
- Take the day one step at a time**  
If you worry about the numeracy or the interview throughout the day then this may affect you in the other assessments. Take one activity at a time and try to relax as much as possible during each stage
- Visit our businesses**  
By visiting as many of our brands before the Assessment Day you will have a better idea of the Mitchells & Butlers Portfolio
- Be Yourself**  
If you are successful on the day you will have a second interview with a Retail Business Manager (RBM) before placing you in a business so, to be successful, they will want to see the person we saw at the Assessment Day
- Do some research**  
It is a good idea to research the business you currently or last worked in. If you understand how the business operates and the key measures of business performance - this will really help you in the interview
- Come prepared**  
It's useful to think about what you do on a day to day basis and some of your key achievements in your last 3 years of employment



## Guide to the structured interview

The structured interview will last for approximately 30 Minutes and will be carried out by an assessor with you on a one-to-one basis.

The interview will aim to measure you against some or all of the following competencies:

- **Business Acumen**  
Understanding what makes a business work on a day to day basis & how to grow sales at work.
- **Drive For Results**  
Driven to exceed targets & quality standards.
- **Guest Obsessed**  
Your approach to customer service & guest culture.
- **Lead From The Front**  
How you lead a team.
- **Wins With Our People**  
Developing & coaching others to develop and enhance their skills.
- **Planning & Organising**  
Long term planning and effective goal setting.
- **Handling Pressure & Problems**  
Thinking on your feet and providing workable solutions. Do you work well under pressure?

You can prepare yourself in advance of the interview by thinking about the following situations and experiences that you have had, not just at work or at University, but with other companies and within personal situations:

- Achieving specific goals as part of a team
- Failing to achieve goals
- Going 'the extra mile' for your customers
- Leading teams
- Building teams
- Customer focus



# Your Project Presentation

Firstly you will have 10 minutes to talk through your SWOT analysis and then a further 5 minutes to talk through your 'Why me?' presentation. This will be done on a 1:1 basis with the assessor.

The presentation will aim to measure you against the following competencies:

- Business Acumen
- Guest Obsessed
- Communicating with Clarity

**You will need to include the following in your presentation:**

1. Conduct a SWOT analysis on a Mitchells & Butlers pub, bar or restaurant of your choice. (If you are an internal candidate this must be a different pub, bar or restaurant to the one that you work in)

As a minimum you should prepare a one page swot analysis and a one page action plan (the action plan should be based on your swot analysis findings). You should also have visited your chosen pub, bar or restaurant personally on more than one occasion. Many applicants fail to understand the profitability of their pub, bar or restaurant. It is recommended that you investigate the financial performance of the site to inform your SWOT. We understand that this will be a harder task for external applicants and understand that there may be some limitations on the financial information that you can obtain. We will also look for evidence of your understanding of the guest - what they think of the business and whether Mitchells & Butlers is delivering a great offer for the guest.

2. Why me? Why should we offer you a position on our Retail Graduate Scheme and what do you want to get out of it?

Each part should be equally weighted and we are looking for you to demonstrate (i) How well you understand our business and (ii) How you suggest ideas to build the business. We are also looking for depth of research.

## **Don't Forget**

Bring 2 copies to the Assessment Day

## What happens next?

If you are successful at the Assessment Day, you will be assigned to a Recruitment Manager who will help place you within a brand that is right for you and suits your geography.

The Recruitment Manager will get in touch with their Retail Business Managers (RBMs) who have vacancies in your preferred locations.

## And finally!

We would like to thank you for your interest in Mitchells & Butlers. We believe that the career we offer is a satisfying and rewarding one. You will get the chance to use your initiative and drive, and to develop new management skills. It's a real opportunity, it's an exciting challenge and we hope that when you come to the Assessment Day you will be able to prove that you have what it takes to succeed. We will offer you an excellent training and development programme which will commence as soon as you start work as a Retail Graduate Assistant Manager, as well as the opportunity to work for some of the best known brands in the market. Whatever happens next, we hope that you will view your progress to this point as a positive one. Each year we have hundreds of enquiries. Remember that we want you to do as well at the Assessment Day as you can. Come prepared, relax and do your best.

**If you have any further questions, please do not hesitate to contact Emma Jones on 0121 498 5940 or email [support.forgrads@mbplc.com](mailto:support.forgrads@mbplc.com)**

# Sample numeracy test A

Use this for practice purposes. You may NOT use a calculator.

Part A	
Time Part A:	15 Minutes is the time allowed to complete this section.
Other Information:	8 pints = 1 gallon
1. Calculate the total amount of money in the till:	
Eight £10 notes Twenty £5 notes Twenty three £1 coins Twelve 50p coins Sixteen 10p coins Eighteen 5p coins Twenty three 2p coins	= £
2. Add up the following round of drinks:	
$£2.33 + 78p + 55p + 99p$	= £
3. Add up the following round of drinks:	
$40p + 54p + £2.90 + 68p$	= £
4. Add up the following round of drinks:	
$6 + 7 + 5\frac{1}{4} + 8\frac{3}{4} + 9\frac{1}{4}$	= £
5. If a round of drinks cost £2.49, how much change would you give if a customer paid with a £5 note?	
	= £
6. If a round of drinks costs £7.52, how much change would you give if a customer paid with a £20 note?	
	= £
7. If your opening stock is 80 gallons and 6 pints and the closing stock is 15 gallons and 4 pints, how much stock has been used?	
	= £
8. If your opening stock is 44 gallons and 3 pints and the closing stock is 25 gallons and 7 pints, how much stock has been used?	
	= £
9. If there are 36 gallons in a barrel, how many gallons are there in 4 barrels?	
	= £
10. If there are 36 gallons in a barrel, how many gallons are there in 12 barrels?	
	= £
11. Lager costs £2.18 per pint, Bitter costs £1.98 per pint and Gin and Tonic costs £3.25 per glass...	
How much do 5 lagers, 4 bitters and 2 gin and tonics cost?	= £

# Sample numeracy test B

Use this for practice purposes. You may NOW use a calculator.

12

## Part B

**Time Part B:**

15 Minutes is the time allowed to complete this section.

**Other Information:**

8 pints = 1 gallon

1. If the opening stock is 44 gallons and 4 pints, another 80 gallons is delivered and the closing stock is 28 gallons and 3 pints, how much has been used?

= £

2. If Mary works 28 hours and gets paid £4.50 per hour, John works 20 hours and gets paid £4.75 per hour and Sue works 10 hours and gets paid £5.00 per hour, what is the total wages bill?

= £

3. What is the VAT content on an item that retails at £15?

= £

4. Lager Brand A costs £1.25 to produce and the selling price (excluding Vat) is £1.98 a bottle. Lager Brand B costs £1.39 to produce and the selling price (Excluding Vat) is £2.17 a bottle.

What percentage profit is made (to 1 decimal place) on:

Lager Brand A:

= %

Lager Brand B:

= %

5. Lager Brand A costs £1.20 to produce and the selling price (excluding VAT) is £1.80 a bottle. Lager Brand B costs £1.40 to produce and the selling price (excluding VAT) at £2.35 a bottle. If a Manager sells 45 bottles of Brand A and 32 bottles of Brand B, which makes the most cash profit overall and by how much?

**A makes**

= £

**B makes**

= £

(Half Mark Each)

**Therefore A/B makes most profit by:**

= £

6. To celebrate the pub's 10th Anniversary the Manager has decided to have a party night. In addition to the normal running costs the entertainment will cost £80 and the food will cost £90. The average take at the bar is £250, and in the past when party nights have been run this has increased by 20%. The Manager is planning to sell 50 tickets. Assuming all the tickets are sold, what is the minimum price the Manager would have to sell the tickets for to break even?

= £

# Sample numeracy test

13

Points	Question No Paper A	Answer
1	1	£212.08
1	2	£4.65
1	3	£4.52
1	4	36 & a quarter hours
1	5	£2.51
1	6	£12.48
1	7	65 Gallons & 2 Pints (522 pints)
1	8	18 gallons & 4 Pints (148 pints)
1	9	144
1	10	432
1	11	£25.32
Points	Question No Paper B	Answer
1	1	96 gallons & 1 pint (769 pints)
1	2	£271
1	3	£16.80
1	4	£1.96
1	5	i) 36.9% ii) 35.9%
1	6	£12.48
1	7	A makes £27    B makes £30.40 Thus B makes most profit
2	8	£2.40 (2 points)
Total points achievable: 20		







**Mitchells**   
**& Butlers**