

Professional Interview Scenario

Weights and Measures

Example Scenario

You have an airport in your area that is due a routine inspection. In addition you've had a complaint from a consumer that one of the baggage size gauges must be wrong because they were charged for an oversize bag, but they had measured it themselves at home and it was within the limit given on the airline's website. They have a range of equipment including 150kg x 100g baggage weighers at the check-in desks, scales for passenger use, and baggage gauges. You and an assistant have been allocated the visit and you intend to test all available equipment.

Questions Asked during the interview:

- 1. What equipment do you take? What health and safety, and practical, issues do you expect to encounter?**
- 2. You start by looking at the scale for passenger use. Passengers can use it, for a fee, to obtain a weight for their bag before they go to the check-in desk. There are no conformity assessment marks affixed to it. What action, if any, do you take?**
- 3. Your next task is to look at the baggage size gauge that was the subject of the complaint. Your assistant asks what you are planning to do and what will happen if it's found to be incorrect. What do you tell her?**
- 4. One of the check-in desk baggage weighers was found to be -3 divisions at maximum what action do you take.**
- 5. You leave a notice for another check-in desk baggage weigher that was outside the prescribed limits of error. What does your notice contain?**