

SAMPLE Interview Questions

Customer Service

- Tell me about a time when provided exemplary customer service for a guest.
- Tell me about a time when you've handled a dissatisfied customer. Why was the customer dissatisfied? What did you do? What was the result?
- What specifically have you done to establish a 'customer first' attitude in the businesses you have worked in?

Work Ethic

- What interests you in this position? What do you know about our company, our business, and our stakeholders?
- Tell me about a time when you had to 'go the extra mile.' Follow up with: What were the circumstances? What made it an 'extra mile?' What did you do? What were the results?
- Give me a specific example of something you do as part of your normal duties that you take pride in. How do you know XXXX is well done?
- What would you say are your top 3 skills? How would these skills benefit you in the position that you are applying for or our team?
- Tell me about an instance in your career when you were wrong about something, even though you were absolutely sure you were right. How did you deal with the fallout?

Self-Motivation

- Give me an example of something you have done that you are proud of, where you had little or no direction and nobody was 'looking over your shoulder' to make sure it got done. What did you do? What were the results? Why are you proud of this particular achievement?
- Tell me about a personal or career goal you set for yourself and what have you done to achieve it. What were some of the obstacles you faced and what did you do to overcome them?
- Working remotely requires focus to stay on-track and complete tasks on time. How do you keep yourself focused and motivated in a virtual working environment?
- What are your long-term career goals? Give me an example of how you are preparing now in order to achieve your future goals?

Interpersonal Skills

- Tell me about a time when you received constructive feedback at work. How did you react? What was the result?
- Tell me about a confrontation that you have had with a colleague or co-worker. What caused the confrontation? How did you react? What happened as a result of the confrontation?
- How would your former co-workers or managers describe you ('x')? Give me an example of a time when you were 'x' at work?

Responding to Pressure

- Give me an example of how you resolved a problem without any rules or guidelines to assist you?
- Tell me about a time when you have to make an unpopular decision that was not well received? How did you deal with the fallout?
- Provide me with an example of how you've handled an emergency or high-pressured situation. What was the result?

Multi-Tasking

- One of the requirements of this job is the ability to multi-task on a regular basis. Tell me about a recent job you've had where this was also an important requirement.
- Describe the multitasking you were required to perform, how often and under what time constraints.
- What will your previous supervisor tell us when we ask him/her about how well you demonstrated this skill?

Teamwork

- Tell me about a successful team of which you were a member. Why was the team successful? What specifically was your role on the team and what contribution did you make to its success?
- What do you need from your manager, in order to be successful?
- How would you describe the difference between leadership and management?
- What do you enjoy most/least about working within a team?