

## Head Porter Baggage Interview Questions

1. Describe methods you use to transfer luggage, trunks, and packages to and from rooms, loading areas, vehicles, or transportation terminals, by hand or using baggage carts.

2. Do you find it important to be able to supply guests or travelers with directions, travel information, and other information such as available services and points of interest? Why is that helpful?

3. Walk me through how you assist physically challenged travelers and other guests with special needs.

4. What is the most challenging part of greeting incoming guests and escort them to their rooms?

5. Share with me why you should maintain clean lobbies or entrance areas for travelers or guests.

6. Describe a practical method to receive and mark baggage by completing and attaching claim checks.

7. Describe an experience when you transported guests about premises and local areas, or arrange for transportation.

8. Tell me about a recent experience you've had working with your hands.

9. How do you stay fit in order to perform physical activities that are required in the workplace?

10. Share an experience you had in dealing with a difficult person and how you handled the situation.

11. What is the key to success when communicating with the public.

12. Tell me how you compute and complete charge slips for services rendered and maintain records.

13. Why do you think it is important to act as part of the security team at transportation terminals, hotels, or similar establishments? Share an example.

14. Name a time when your patience was tested. How did you keep your emotions in check?

15. Provide an example when your ethics were tested.

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16. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

17. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

18. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

19. Describe a time when you successfully provided personal assistance to a coworker or patron.

20. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

21. Provide a time when you dealt calmly and effectively with a high-stress situation.

22. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

23. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

24. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

25. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

27. Share an example of a time you had to gather information from multiple sources. How did you determine

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which information was relevant?

28. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

29. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

30. Please share an experience in which you presented to a group. What was the situation and how did it go?

31. Provide an example of when you were persistent in the face of obstacles.

32. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.

33. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

34. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

35. Tell me how you organize, plan, and prioritize your work.

36. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?