

Merchant Patroller Interview Questions

1. Describe a time when you successfully provided personal assistance to a coworker or patron.
2. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
3. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
4. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. Share an experience in which you ensured the security of doors, windows, and gates.
7. Share an experience in which you effectively monitored the entrance and departure of people to maintain security and guard against theft.
8. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
9. Describe your experience operating detecting devices to screen individuals.
10. Share an experience you had in dealing with a difficult person and how you handled the situation.
11. What is the state of your reports? What is one thing you would like to improve?
12. Share an experience in which you warned an individual of a rule infraction and/or apprehended a violator.
13. Provide an experience in which you effectively identified and/or investigated a disturbance.
14. Name a time when your patience was tested. How did you keep your emotions in check?

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15. Provide an effective method you have used to ensure operation use of security systems, equipment, and machinery.

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

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

18. Share an effective method you have used to preserve order among patrons and employees.

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

20. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

21. 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.)

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

23. 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.)

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

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

26. Share an experience in which your willingness to lead or offer an opinion helped your company.

27. Share an example of when you established and accomplished a goal that was personally challenging. What

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helped you succeed?
28. Provide an example when your ethics were tested.
29. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
30. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
31. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
32. 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.)
33. Name a time when your creativity or alternative thinking solved a problem in your workplace.
34. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
35. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
36. Please share an experience in which you presented to a group. What was the situation and how did it go?
37. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
38. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
39. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

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

42. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

43. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

44. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)