

Front Counter Attendant Interview Questions

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

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

3. Describe your experience serving food and beverages to customers.

4. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

5. 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.)

6. Provide an experience in which you effectively took customers' orders.

7. Provide an experience in which you prepared bills for food, accepted payments, and made change.

8. Share an effective method you have used to keep equipment and facilities sanitary.

9. Describe your experience cooking and preparing food.

10. Tell me about your experience balancing receipts and payments.

11. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

12. 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.)

13. Provide an experience in which you successfully took care of and replenished food at a serving station.

14. Share an experience in which you carved meat.

15. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the

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candidate is dependable.)

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

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

18. Describe an experience in which you delivered orders to kitchens and picked up and served food.

19. Share your experience brewing coffee and tea.

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

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

22. Provide an example when your ethics were tested.

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

24. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

27. 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.)

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

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helped you succeed?

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

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

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

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

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

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

35. Name a time when your creativity or alternative thinking solved a problem in your workplace.

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

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

38. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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

40. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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41. 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.

42. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

44. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

45. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?