

Front Services Agent 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. Tell me about a recent experience you've had working with your hands.
4. How do you stay fit in order to perform physical activities that are required in the workplace?
5. Provide an effective method you have used to keep parking areas clean and orderly and to maximize space usage.
6. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
7. Provide your experience calculating parking charges and collecting fees.
8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
9. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
11. Share an experience in which you prevented vehicle damage or theft.
12. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
13. 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.)
14. Name a time when your patience was tested. How did you keep your emotions in check?

Front Services Agent Interview Questions

15. Provide an example of when you were persistent in the face of obstacles.
16. Describe a time when you successfully provided personal assistance to a coworker or patron.
17. Provide an example when your ethics were tested.
18. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
19. Share an experience in which you escorted customers to vehicles and ensured their safety.
20. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
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. Provide a time when you dealt calmly and effectively with a high-stress situation.
23. Share an experience in which your willingness to lead or offer an opinion helped your company.
24. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.
25. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
26. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
27. 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.)

Front Services Agent Interview Questions

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

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

30. Provide an experience in which you effectively serviced vehicles with gas, oil, and/or water.

31. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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

33. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

34. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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

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

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

38. 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.

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

Front Services Agent Interview Questions

40. Share an experience in which you performed maintenance on cars in storage. How did you protect tires, batteries, and exteriors from deterioration?

41. What is the most challenging part of budgeting for you?

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. 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?

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

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