

## Toll Bridge Operator Interview Questions

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

2. Provide an experience in which you answered a difficult customer question or resolved a complaint.

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

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

5. Provide an example when your ethics were tested.

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

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

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

9. Share your experience calculating total payments received and reconciling it with total sales.

10. Share an experience in which you processed merchandise returns and exchanges.

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

12. Provide an experience in which you monitored checkout stations to ensure they had adequate cash and were staffed appropriately.

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

14. 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.)

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15. Describe your experience assisting with duties in other areas of the store.
16. Provide an effective method you have used maintain clean and orderly checkout areas.
17. Share an experience in which you supervised others and/or provided on-the-job training. What methods made you successful?
18. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
19. Describe your experience stocking shelves and marking prices on shelves and items.
20. Provide an experience in which you bagged, boxed, wrapped, and/or gift-wrapped merchandise.
21. 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.)
22. What is the state of your reports and records? Name one thing you would like to improve.
23. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
24. Share an experience in which you successfully posted charges against guests' or patients' accounts.
25. What is the state of your balance sheets of amounts and numbers of transactions?
26. Provide your experience issuing trading stamps.
27. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
28. 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.)

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

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

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

32. Describe your experience cashing checks for customers.

33. Share an experience in which you paid company bills.

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

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

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

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

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

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

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

41. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

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

43. Share an experience when you applied new technology or information in your job. How did it help your company?

44. 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?

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

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

47. 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.