

## Hostess Interview Questions

1. What is the key to success when communicating with the public.
2. Share an effective method you have used to greet guests.
3. What factors do you consider when assigning patrons to tables?
4. Provide an experience in which your communication skills helped you to ensure patron satisfaction.
5. Describe your experience operating cash registers.
6. Share an experience in which you prepared to-go orders.
7. Share an experience in which your continual contact with kitchen staff, management, serving staff, and customers helped you to ensure the proper handling of dining details or customers' concerns.
8. Share an experience you had in dealing with a difficult person and how you handled the situation.
9. 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.)
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. Provide an experience in which you successfully trained and/or supervised a staff. What methods made you successful?
12. Provide an effective method you have used to inform patrons of establishment specialties and/or features.
13. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
14. Provide an experience in which you maintained the cleanliness of restrooms.

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15. 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.)

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

17. Share an experience in which you assisted in the preparation and serving of food and beverages.

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

19. Describe your experience preparing cash receipts.

20. Provide an example when your ethics were tested.

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

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

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

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

27. Provide an experience in which you prepared staff work schedules.

28. Share an experience in which you conferred with other staff to help plan a menu.

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

30. Provide an experience in which you performed marketing and advertising services.

31. Tell me about a party or special event or service which you planned.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

46. 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.)

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

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

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