

## Deck Steward Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which checking with a customer to make sure they were enjoying their meal helped you to resolve a problem.
3. Describe your experience memorizing or recording patrons' food orders.
4. How do you stay fit in order to perform physical activities that are required in the workplace?
5. Provide an experience in which you prepared checks, itemizing meals costs and sales taxes.
6. Share your experience preparing and/or serving specialty dishes to patrons.
7. Tell me about a recent experience you've had working with your hands.
8. Provide an effective method you have used to keep tables and counters clean.
9. Share an experience you had in dealing with a difficult person and how you handled the situation.
10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
11. Describe your experience preparing drinks for patrons.
12. 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.)
13. Provide an experience in which you effectively explained how various menu items were prepared.
14. Share an experience in which you effectively kept service areas stocked with supplies.
15. Provide an effective method you have used to inform customers of daily specials.

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

17. Provide an experience in which you successfully assisted the host or hostess.

18. Share an effective method you have used to keep dirty dishes and glasses cleared off tables.

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

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

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

22. Describe the cleaning duties you have performed.

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

24. Describe the food preparation duties you have performed. What methods made you successful?

25. Provide an example when your ethics were tested.

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

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.)

28. Share an experience in which you were able to describe and recommend wine to customers.

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

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or your own work ethic.

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

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

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

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

35. 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.

36. 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.)

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

38. Provide an experience in which you were able to provide guests with information about local areas.

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

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

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

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

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

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

45. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

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

48. 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?

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

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

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