| 1. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 2. What is the key to success when communicating with the public. |
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| 3. Describe a time when you successfully provided personal assistance to a coworker or patron. |
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| 4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the |
| candidate has open lines of communication.) |
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| 5. Share an effective approach to working with a large amount of information/data. How has your approach |
| affected your company? |
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| 6. Share your experience operating cash registers. |
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| 7. Share an experience in which your attention to detail and thoroughness had an impact on your last company. |
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| 8. Share an experience in which you calculated medical insurance claims. |
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| 9. Tell me about a recent experience you've had working with your hands. |
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| 10. Provide an experience in which you effectively informed a customer on the use, effects, and/or interactions |
| of drugs. |
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| 11. Provide an experience in which you maintained an inventory of supplies. |
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| 12. Provide an example when your ethics were tested. |
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| 13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the |
| candidate is dependable.) |
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| 14. What is the state of your records? What is something you would like to improve upon? |
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| 15. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 16. Share an effective method you have used to maintain a clean work environment. |
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| 17. Provide an experience in which you were sensitive to somone's needs or feelings. How did your |
| helpfulness affect your work environment? |
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| 18. Describe your experience performing clerical tasks. |
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| 19. Share an experience when you applied new technology or information in your job. How did it help your |
| company? |
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| 20. Provide a time when you dealt calmly and effectively with a high-stress situation. |
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| 21. 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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| 22. Share your experience preparing intravenous solutions and/or solid dosage medications. |
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| 23. 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.) |
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| 24. Tell me how you organize, plan, and prioritize your work. |
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| 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.) |
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| 26. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the |
| situation and outcome? |
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| 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.) |
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| 28. Provide an example of when you were persistent in the face of obstacles. |
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| 29. Share an example of when you established and accomplished a goal that was personally challenging. What |
| helped you succeed? |
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| 30. How do you stay fit in order to perform physical activities that are required in the workplace? |
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| 31. Please share an experience in which you presented to a group. What was the situation and how did it go? |
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| 32. Tell me about the last time you monitored or reviewed information and detected a problem. How did you |
| respond? |
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| 33. Provide an experience in which your ability to actively find ways to help people improved your company |
| or your own work ethic. |
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| 34. Tell me about a time when you developed your own way of doing things or were self-motivated to finish |
| an important task. |
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| 35. Share an example of a time you had to gather information from multiple sources. How did you determine |
| which information was relevant? |
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| 36. Describe an experience in which you identified the educational needs of your students and successfully |
| developed a way to teach/train them. |
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| 37. 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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| 38. Share an experience in which you successfully coordinated with others. How about a coordination effort |
| that was not as successful? |
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| 39. Provide an example when you were able to prevent a problem because you foresaw the reaction of another |
| person. |
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| 40. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and |

| standards that were applicable to your area of responsibility? |
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| 41. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact? |
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| 42. Name a time when your creativity or alternative thinking solved a problem in your workplace. |
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| 43. Share an experience in which your willingness to lead or offer an opinion helped your company. |
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| 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? |
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| 45. Would you consider analyzing data or information a strength? How so? |
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| 46. 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. |
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| 47. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task. |
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| 48. Give me an example of when you thought outside of the box. How did it help your employer? |
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| 49. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem. |
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| 50. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective? |
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| 51. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results? |
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| 52. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem. |
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