

Guest Service Representative 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. Provide an experience in which you verified customers' credit.

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

5. What is the state of your records of room availability and guests' accounts? What is one thing you would like to improve?

6. Share an effective method you have used to make and confirm reservations.

7. Describe your experience performing bookkeeping activities.

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

10. Share an experience in which you effectively computed bills, collected payments, and made change.

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

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. Share an experience in which you transmitted and received messages, using telephones and switchboards.

14. 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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15. Provide a time when you dealt calmly and effectively with a high-stress situation.
16. Provide an effective method you have used to notify housekeeping staff when rooms have been vacated and are ready for cleaning.
17. Share an experience in which you effectively answered inquiries and made recommendations.
18. Describe a time when you successfully provided personal assistance to a coworker or patron.
19. Provide an example when your ethics were tested.
20. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
21. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
22. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
23. Share an experience in which you prepared for basic food service (e.g. continental breakfast).
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. Describe a time when you planned, scheduled, and/or supervised the work of other employees. What methods made you successful?
26. 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.)
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

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can demonstrate some initiative.)

28. Provide an experience in which you cleaned and maintained the lobby and common areas.

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

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

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

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

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

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

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

37. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

40. Share an experience in which you successfully coordinated with others. How about a coordination effort

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that was not as successful?

41. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

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

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

44. Give me an example of when you thought outside of the box. How did it help your employer?

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

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.

47. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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

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

50. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

51. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

52. 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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53. 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?
54. 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?