

## Crew Member 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. Tell me about a recent experience you've had working with your hands.
4. Share your experience accepting payments and making change.
5. Provide your experience taking customer orders and computing bills.
6. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
7. Share an experience in which you effectively cleaned and organized an eating, service, or kitchen area.
8. 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?
9. Provide an experience in which you resolved a difficult customer complaint.
10. Share an experience in which you prepared daily food items.
11. Describe the methods you have used to relay food orders to cooks.
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 prepared cold drinks.
14. Share your experience cooking food items.
15. Share an effective method you have used to ensure that supplies and food items remain stocked.

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16. Provide an experience in which you effectively supervised and/or trained employees. What methods made you successful?
17. Provide your experience collecting dirty dishes for washing.
18. Name a time when your patience was tested. How did you keep your emotions in check?
19. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
20. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
21. Provide a time when you dealt calmly and effectively with a high-stress situation.
22. Share an experience in which you planned and/or prepared meals for individuals with special dietary needs.
23. Provide an experience in which you washed dishes, glassware, and/or silverware.
24. Provide an experience in which you assisted caterers in food preparation and/or service.
25. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
26. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
27. Provide an example when your ethics were tested.
28. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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

30. Share an experience in which you served food and beverages at a social function.

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

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

33. 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.)

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

35. 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.)

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

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

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

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

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

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

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

43. 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?

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

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

46. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

47. Share an experience in which you've successfully learned how to handle a new piece of equipment?

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

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

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

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

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

53. 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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54. How do you stay fit in order to perform physical activities that are required in the workplace?
55. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
56. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)