

Station Captain Interview Questions

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

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2. Share an effective method you have used to ensure that sales staff meet goals.

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3. What is the most challenging part of budgeting for you?

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

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5. 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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6. 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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7. Share an experience you had in dealing with a difficult person and how you handled the situation.

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

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10. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

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

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

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13. 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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| 14. Would you consider analyzing data or information a strength? How so? |
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| 15. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person. |
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| 16. 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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| 17. Please share an experience in which you presented to a group. What was the situation and how did it go? |
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| 18. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.) |
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| 19. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful? |
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| 20. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)? |
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| 21. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results? |
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| 22. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact? |
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| 23. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful? |
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| 24. 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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| 25. Provide an example when your ethics were tested. |
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| 26. Share an effective approach to working with a large amount of information/data. How has your approach |

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| affected your company? |
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| 27. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior. |
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| 28. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.) |
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| 29. 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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| 30. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action. |
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| 31. 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.) |
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| 32. 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.) |
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| 33. Share an experience in which your willingness to lead or offer an opinion helped your company. |
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| 34. 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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| 35. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment? |
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| 36. Tell me about a difficult customer complaint which you resolved. |
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| 37. Provide a time when you dealt calmly and effectively with a high-stress situation. |
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| 38. 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? |

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| 39. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed? |
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| 40. Provide an example of when you were persistent in the face of obstacles. |
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| 41. Describe an experience in which you successfully hired, trained, and evaluated personnel. |
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| 42. 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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| 43. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 44. Tell me about an effective pricing policy which you formulated. |
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| 45. Share an experience in which conferring with company officials helped you develop an effective method or procedure to increase sales, expand markets, and/or promote business. |
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| 46. Provide an experience in which you effectively directed and supervised employees. What methods made you successful? |
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| 47. 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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| 48. 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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| 49. 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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| 50. Provide an experience in which visiting retailers and sales representatives helped you to effectively promote a product or gather important information. |
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| 51. Share an experience in which your analysis of sales territories helped you to be more effective in your |

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| work. |
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| 52. 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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| 53. Share an experience in which you successfully planned and prepared work schedules, assigning employees to specific duties. |
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| 54. 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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| 55. Share an experience in which you successfully coordinated sales promotion activities. |
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| 56. What is the state of your records pertaining to purchases, sales, and requisitions? Name one thing you would like to improve. |
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| 57. 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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| 58. Share an experience in which your attention to detail and thoroughness had an impact on your last company. |
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| 59. Provide an experience in which coordinating work activities with other departments or exchanging product information with others helped you to be more effective in your work. |
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| 60. Name a time when your creativity or alternative thinking solved a problem in your workplace. |
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| 61. Tell me about a rental or lease agreement you prepared which you were happy with. How about one you were unhappy with? |
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| 62. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job? |
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| 63. Describe your experience doing inventory and reordering stock. |

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| 64. Share an experience in which you prepared reports for management and budget departments. |
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| 65. Provide an experience in which you examined products for resale or storage to determine product condition. |
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| 66. What is the key to a successful budget? |
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| 67. 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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| 68. 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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