

## Captain Waitress Interview Questions

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

2. Share an experience in which you trained workers in preparation, service, sanitation, and/or safety procedures. What methods made you successful?

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

4. 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?

5. Tell me about a recent experience you've had working with your hands.

6. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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

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

9. 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.

10. What is the key to success when communicating with the public.

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

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

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

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

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

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

17. 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.)

18. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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

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

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

22. Share an effective method you have used to supervise area cleaning activities. Provide an experience.

23. Describe your experience performing financial activities.

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

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.)

26. Provide an experience in which you estimated the ingredients and supplies required to prepare a recipe.

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

29. Provide an example when your ethics were tested.

30. Tell me about a difficult customer complaint which you resolved.

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

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

33. Share an experience in which you used a master menu to accurately predict staff, equipment, and supply requirements.

34. Provide an effective method you have used to ensure that workers and work procedures meet quality standards and service.

35. Share an experience in which you purchased supplies or equipment which helped you to more effectively ensure quality and timely delivery of services.

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

37. Provide an effective method you have used to ensure that supplies, equipment, and work areas conform to standards and facilitate efficient service.

38. 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.)

39. Provide an experience in which collaborating with other personnel helped you to be more effective in your

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work.

40. Describe an experience in which you successfully supervised, hired, trained, etc. employees. What methods made you successful?

41. Tell me about a procedure you established which solved an operational problem, e.g. wastage.

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

43. Describe your experience performing food preparation and serving duties.

44. Tell me about a recommendation you made which improved work procedures, worker performance, increased service quality, or enhanced job safety.

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

46. Share an experience in which you planned special menus for patients with specific nutritional needs.

47. Share an effective method you have used to ensure that equipment is properly maintained.

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

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.)

50. Provide an effective method you have used to develop departmental objectives, budgets, policies, procedures, and strategies. Share an experience.

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

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

54. What factors do you consider when evaluating new products? Provide an experience.

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

56. 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.)

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

58. 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.)

59. How do you stay fit in order to perform physical activities that are required in the workplace?

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

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

62. 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?

63. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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

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65. 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?

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

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

68. 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?

69. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

70. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

71. What is the key to a successful budget?