

Front Office Agent Interview Questions

1. Give me an example of when you thought outside of the box. How did it help your employer?
2. Describe a method you have found effective for keeping guest rooms, public areas, and grounds clean.
3. What is the most challenging part of budgeting for you?
4. 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?
5. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
6. 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?
7. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
8. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
9. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
10. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
11. What is the key to success when communicating with the public.
12. Describe a time when you successfully provided personal assistance to a coworker or patron.
13. Share an experience you had in dealing with a difficult person and how you handled the situation.
14. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the

Front Office Agent Interview Questions

candidate has open lines of communication.)

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

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

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

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

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

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

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

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

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

24. 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.

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

Front Office Agent Interview Questions

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

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

28. Would you consider analyzing data or information a strength? How so?

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

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

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

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

33. 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?

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

35. What is the key to a successful budget?

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

37. 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.)

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

Front Office Agent Interview Questions

39. Share an experience in which you successfully resolved a difficult complaint from a guest.

40. Tell me about the last time you monitored revenue activity of a facility.

41. Share an experience in which you successfully trained a staff. What methods made you successful?

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

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

44. 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.)

45. Share an experience in which your observation of staff helped you to improve performance or efficiency in your company.

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

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

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

49. Share a method you have used to effectively coordinate front-office activities.

50. 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?

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

Front Office Agent Interview Questions

52. Share an experience in which your participation in financial activities of a company helped solve a problem or improve your company's financial activity.

53. What is the state of the financial records you have kept most recently? What is one thing you would like to improve upon?

54. Provide an example when your ethics were tested.

55. Share an effective method you have used to manage lodging facilities.

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.)

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

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

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

60. Tell me about paperwork you have prepared recently.

61. Share your last experience interviewing and hiring a staff.

62. Provide a time when you successfully managed an understaffed hotel/motel. What methods led to your success?

63. 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.)

64. Describe your last experience showing, renting, and assigning accommodations.

Front Office Agent Interview Questions

65. Tell me about your last experience processing advance registration payments, mailing confirmation letters, and returning checks.

66. Tell me about your last experience scheduling shifts and assigning duties.

67. Share an experience in which your communication and cooperation skills helped you to work with other managers to ensure the coordination of hotel activities.

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

69. Share an experience in which you successfully coordinated the work of staff for a meeting at a facility.

70. 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.)

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

72. Describe an experience in which you determined the supplies and services which were necessary for purchase on a tight budget. How did your purchases help your company?

73. Tell me about your last experience with marketing and public relations.

74. Provide a time when you met with a difficult client to plan a function and successfully met the client's specifications. What methods helped you succeed?

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

76. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

77. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

Front Office Agent Interview Questions

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

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

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

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