

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.