

## Hat Checker 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. What have you found to be the best way to clean and polish footwear, using brushes, sponges, cleaning fluid, polishes, waxes, liquid or sole dressing, and daubers?
4. Name a time when your patience was tested. How did you keep your emotions in check?
5. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
6. Describe an experience when you had to activate emergency action plans and administer first aid.
7. Walk me through how you would assign dressing room facilities, locker space, or clothing containers to patrons of athletic or bathing establishments
8. 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.)
9. What is the most challenging part of monitoring patrons' facility use to ensure that rules and regulations are followed, and safety and order are maintained?
10. How do you deal with guest problems or complaints to supervisors? Share an example.