

Guest Services Agent 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. Tell me about a recent experience you've had working with your hands.

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

5. Provide an effective method you have used to keep parking areas clean and orderly and to maximize space usage.

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

7. Provide your experience calculating parking charges and collecting fees.

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

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