

Service Representative Interview Questions

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

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

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

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

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

6. Describe a time when you successfully provided personal assistance to a coworker or patron.

7. Share an experience in which you sold tickets or refreshments.

8. Describe your experience operating mechanical riding devices or other automatic equipment.

9. Provide an experience in which you operated machines to clean, smooth, and prepare ice surfaces of rinks for activities.

10. Share an experience in which you assisted patrons in entering or exiting rides, boats, lifts, or in mounting/dismounting animals.