

Shift Manager Interview Questions

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

2. Provide an experience in which you resolved a difficult customer inquiry or complaint.

3. 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?

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

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

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

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

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

9. 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.

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