

## Tour Driver Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an effective method you have used to describe points of interest to groups.
3. What is the key to success when communicating with the public.
4. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
5. Name a time when your patience was tested. How did you keep your emotions in check?
6. 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.)
7. Provide an example when your ethics were tested.
8. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
9. Provide a time when you dealt calmly and effectively with a high-stress situation.
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?