Station Attendant Interview Questions

| 1. Describe a time when you successfully provided personal assistance to a coworker or patron. |
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| 2. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 3. Why is it important to secure passengers for transportation by buckling seatbelts or fastening wheelchairs |
| with tie-down straps? |
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| 4. Describe an experience when you responded to passengers' questions, requests, or complaints. |
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| 5. What is the challenging part of counting and verifying tickets and seat reservations and record numbers of passengers boarding and disembarking? |
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| 6. Tell me about an experience in which you analyzed information and evaluated results to choose the best |
| solution to a problem. |
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| 7. Provide an experience in which your ability to actively find ways to help people improved your company or |
| your own work ethic. |
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| 8. What is the key to success when communicating with the public. |
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| 9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the |
| situation and outcome? |
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| 10. Name a time when you provided boarding assistance to elderly, sick, or injured people. |
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| 11. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 12. Describe ways you have found effective to perform equipment safety checks prior to departure. |
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| 13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the |
| candidate is dependable.) |
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| 14. Provide an experience in which you were sensitive to somone's needs or feelings. How did your |
| helpfulness affect your work environment? |

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| 15. Do you feel passengers ever pay attention when you explain and demonstrate safety procedures and safety |
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| equipment use? |
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| 16. Tell me about the last time you monitored or reviewed information and detected a problem. How did you |
| respond? |
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| 17. What have you found to be the best way to greet passengers boarding transportation equipment and |
| announce routes and stops? |
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| 18. Provide an example when you were able to prevent a problem because you foresaw the reaction of another |
| person. |
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| 19. Please share an experience in which you presented to a group. What was the situation and how did it go? |
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| 20. Share an experience in which your attention to detail and thoroughness had an impact on your last |
| company. |
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