

Hotel Guest Service Agent 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 provide patrons with information about local features.

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

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

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

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

7. Share an experience when you applied new technology or information in your job. How did it help your company?

8. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

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

10. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

12. Give me an example of when you thought outside of the box. How did it help your employer?

13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

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

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15. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

16. 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.)

17. Provide an example when your ethics were tested.

18. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

19. Provide a time when you dealt calmly and effectively with a high-stress situation.

20. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.