

## City Route Driver Interview Questions

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

2. Share an experience in which you effectively wrote customer orders and/or sales contracts.

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

4. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

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

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

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

8. Provide your experience collecting money and making change.

9. Share an experience in which you listened to and resolved a difficult customer complaint.

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

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

12. Provide an example when your ethics were tested.

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

14. Share an effective method you have used to call on prospective customers and to solicit new business. Share an experience.

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15. What factors do you consider when loading trucks and planning routes? Share an experience.

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

17. 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.)

18. Provide an effective method you have used to arrange merchandise and sales promotion displays.

19. Share an experience in which you've successfully learned how to handle a new piece of equipment?

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