

## Convention Services Manager (csm) Interview Questions

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

2. Share an effective method you have used for registration of participants. Provide an experience.

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

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

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

8. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

10. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

11. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

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

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

14. Provide an example of a time when you successfully organized a diverse group of people to accomplish a

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task.

15. 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.)

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

17. Share an experience in which conferring with staff and coordinating details made your event run more smoothly.

18. Share an effective method you have used to ensure satisfaction of participants.

19. Describe an effective method you have used to coordinate services, equipment, transportation, etc. for events.

20. Provide an effective method you have used to ensure that event facilities conform to customer requirements.