

Receptionist Interview Questions

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| 1. What is the key to success when communicating with the public. |
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| 2. Describe an experience when you performed a variety of tasks during funerals to assist funeral directors and to ensure that services run smoothly and as planned. |
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| 3. What is the most challenging part of attending to the needs of the bereaved, such as by offering comfort, counseling, and after care programs? |
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| 4. Do you know how and where to obtain burial permits and register deaths? |
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| 5. Describe a time when you successfully provided personal assistance to a coworker or patron. |
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| 6. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 7. Tell me about a recent experience you've had working with your hands. |
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| 8. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.) |
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| 9. Share an experience in which your attention to detail and thoroughness had an impact on your last company. |
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| 10. Provide an example when your ethics were tested. |
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| 11. 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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| 12. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment? |
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| 13. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 14. 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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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 a time when you dealt calmly and effectively with a high-stress situation.

17. How do you prepare obituaries for newspapers? Any experience?

18. Walk me through how you would assist with cremations and the processing and packaging of cremated remains.

19. What have you found to be the best way to provide advice to mourners on how to make charitable donations in honor of the deceased?

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