

## Second Interview Questions

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

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

3. What have you found to be the best way to clean and polish footwear, using brushes, sponges, cleaning fluid, polishes, waxes, liquid or sole dressing, and daubers?

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

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

6. Describe an experience when you had to activate emergency action plans and administer first aid.

7. Walk me through how you would assign dressing room facilities, locker space, or clothing containers to patrons of athletic or bathing establishments

8. 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.)

9. What is the most challenging part of monitoring patrons' facility use to ensure that rules and regulations are followed, and safety and order are maintained?

10. How do you deal with guest problems or complaints to supervisors? Share an example.

11. Name a time when you answered customer inquiries or explain cost, availability, policies, and procedures of facilities.

12. Provide an example when your ethics were tested.

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

14. Describe methods you have found effective to attend to needs of athletic teams in clubhouses.

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15. What have you found to be the best way to maintain inventories of clothing or uniforms, accessories, equipment, or linens?

16. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

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

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

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

20. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)