

Front Office Agent Interview Questions

1. Give me an example of when you thought outside of the box. How did it help your employer?
2. Describe a method you have found effective for keeping guest rooms, public areas, and grounds clean.
3. What is the most challenging part of budgeting for you?
4. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?
5. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
6. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
7. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
8. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
9. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
10. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
11. What is the key to success when communicating with the public.
12. Describe a time when you successfully provided personal assistance to a coworker or patron.
13. Share an experience you had in dealing with a difficult person and how you handled the situation.
14. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the

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candidate has open lines of communication.)

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

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

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

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

19. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

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