

Mall Manager Interview Questions

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

2. Share an effective method you have used to communicate information to prospective tenants.

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

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

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

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

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

8. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

9. Provide an example when your ethics were tested.

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

11. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

12. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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

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

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15. Tell me about your last experience directing collection and payment of fees. Name a method you found effective.

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

17. Share an experience in which you inspected a facility and discovered the need for repair or maintenance.

18. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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

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