

Key Holder Interview Questions

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

2. Provide an experience in which you resolved a difficult customer inquiry or complaint.

3. 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?

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

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

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

7. Tell me about a recent experience you've had working with your hands.

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

9. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

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

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

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

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

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15. Provide an example when your ethics were tested.

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

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

18. 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.)

19. Share an experience in which your willingness to lead or offer an opinion helped your company.

20. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.