

Passenger Service Representative Interview Questions

1. Describe a time when you successfully provided personal assistance to a coworker or patron.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
3. Why is it important to secure passengers for transportation by buckling seatbelts or fastening wheelchairs with tie-down straps?
4. Describe an experience when you responded to passengers' questions, requests, or complaints.
5. What is the challenging part of counting and verifying tickets and seat reservations and record numbers of passengers boarding and disembarking?
6. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
7. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
8. What is the key to success when communicating with the public.
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
10. Name a time when you provided boarding assistance to elderly, sick, or injured people.
11. Name a time when your patience was tested. How did you keep your emotions in check?
12. Describe ways you have found effective to perform equipment safety checks prior to departure.
13. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
14. 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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15. Do you feel passengers ever pay attention when you explain and demonstrate safety procedures and safety equipment use?

16. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

17. What have you found to be the best way to greet passengers boarding transportation equipment and announce routes and stops?

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

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

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

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

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

23. What kind of experience do you have providing customers with information on routes, gates, prices, timetables, terminals, or concourses?

24. Share an effective approach to determine or facilitate seating arrangements.

25. Provide an example when your ethics were tested.

26. How do you stay fit in order to perform physical activities that are required in the workplace?

27. Provide an example of when you were persistent in the face of obstacles.

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

29. 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.)

30. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.