

## Floor Supervisor Interview Questions

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

2. Share an experience in which you trained workers in preparation, service, sanitation, and/or safety procedures. What methods made you successful?

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

4. 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?

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

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

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

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

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

12. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

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

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14. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

15. What is the most challenging part of budgeting for you?

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

17. 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.)

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

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

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

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

22. Share an effective method you have used to supervise area cleaning activities. Provide an experience.

23. Describe your experience performing financial activities.

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

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

26. Provide an experience in which you estimated the ingredients and supplies required to prepare a recipe.

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

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

29. Provide an example when your ethics were tested.

30. Tell me about a difficult customer complaint which you resolved.