

Greeter Interview Questions

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| 1. What is the key to success when communicating with the public. |
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| 2. Share an effective method you have used to greet guests. |
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| 3. What factors do you consider when assigning patrons to tables? |
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| 4. Provide an experience in which your communication skills helped you to ensure patron satisfaction. |
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| 5. Describe your experience operating cash registers. |
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| 6. Share an experience in which you prepared to-go orders. |
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| 7. Share an experience in which your continual contact with kitchen staff, management, serving staff, and customers helped you to ensure the proper handling of dining details or customers' concerns. |
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| 8. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 9. 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.) |
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| 10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.) |
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| 11. Provide an experience in which you successfully trained and/or supervised a staff. What methods made you successful? |
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| 12. Provide an effective method you have used to inform patrons of establishment specialties and/or features. |
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| 13. 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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| 14. Provide an experience in which you maintained the cleanliness of restrooms. |
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| 15. 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.) |
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| 16. Name a time when your patience was tested. How did you keep your emotions in check? |
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| 17. Share an experience in which you assisted in the preparation and serving of food and beverages. |
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| 18. Provide a time when you dealt calmly and effectively with a high-stress situation. |
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| 19. Describe your experience preparing cash receipts. |
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| 20. Provide an example when your ethics were tested. |
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| 21. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.) |
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| 22. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.) |
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| 23. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.) |
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| 24. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task. |
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| 25. Share an experience in which your attention to detail and thoroughness had an impact on your last company. |
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| 26. Share an experience in which your willingness to lead or offer an opinion helped your company. |
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| 27. Provide an experience in which you prepared staff work schedules. |
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| 28. Share an experience in which you conferred with other staff to help plan a menu. |

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

30. Provide an experience in which you performed marketing and advertising services.