

Tearoom Hostess Interview Questions

1. What is the key to success when communicating with the public.
2. Share an effective method you have used to greet guests.
3. What factors do you consider when assigning patrons to tables?
4. Provide an experience in which your communication skills helped you to ensure patron satisfaction.
5. Describe your experience operating cash registers.
6. Share an experience in which you prepared to-go orders.
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.
8. Share an experience you had in dealing with a difficult person and how you handled the situation.
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.)
10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
11. Provide an experience in which you successfully trained and/or supervised a staff. What methods made you successful?
12. Provide an effective method you have used to inform patrons of establishment specialties and/or features.
13. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
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.)

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

17. Share an experience in which you assisted in the preparation and serving of food and beverages.

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

19. Describe your experience preparing cash receipts.

20. Provide an example when your ethics were tested.

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.)

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

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.)

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

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

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

27. Provide an experience in which you prepared staff work schedules.

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.