

## Guest Services Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
3. Provide an experience in which you verified customers' credit.
4. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
5. What is the state of your records of room availability and guests' accounts? What is one thing you would like to improve?
6. Share an effective method you have used to make and confirm reservations.
7. Describe your experience performing bookkeeping activities.
8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
9. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
10. Share an experience in which you effectively computed bills, collected payments, and made change.
11. Name a time when your patience was tested. How did you keep your emotions in check?
12. 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.)
13. Share an experience in which you transmitted and received messages, using telephones and switchboards.
14. 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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15. Provide a time when you dealt calmly and effectively with a high-stress situation.
16. Provide an effective method you have used to notify housekeeping staff when rooms have been vacated and are ready for cleaning.
17. Share an experience in which you effectively answered inquiries and made recommendations.
18. Describe a time when you successfully provided personal assistance to a coworker or patron.
19. Provide an example when your ethics were tested.
20. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
21. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
22. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
23. Share an experience in which you prepared for basic food service (e.g. continental breakfast).
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. Describe a time when you planned, scheduled, and/or supervised the work of other employees. What methods made you successful?
26. 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.)
27. 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

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can demonstrate some initiative.)

28. Provide an experience in which you cleaned and maintained the lobby and common areas.

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

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