

Front Desk Clerk Interview Questions

1. Describe a time when you successfully provided personal assistance to a coworker or patron.
2. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
3. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
4. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. Share an experience in which you ensured the security of doors, windows, and gates.
7. Share an experience in which you effectively monitored the entrance and departure of people to maintain security and guard against theft.
8. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
9. Describe your experience operating detecting devices to screen individuals.
10. Share an experience you had in dealing with a difficult person and how you handled the situation.
11. What is the state of your reports? What is one thing you would like to improve?
12. Share an experience in which you warned an individual of a rule infraction and/or apprehended a violator.
13. Provide an experience in which you effectively identified and/or investigated a disturbance.
14. Name a time when your patience was tested. How did you keep your emotions in check?

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15. Provide an effective method you have used to ensure operation use of security systems, equipment, and machinery.

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

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

18. Share an effective method you have used to preserve order among patrons and employees.

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

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

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. 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.)

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

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

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

27. Share an example of when you established and accomplished a goal that was personally challenging. What

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helped you succeed?

28. Provide an example when your ethics were tested.

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

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