

Desk Clerk Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
3. Tell me about a recent experience you've had working with your hands.
4. Share an experience you had in dealing with a difficult person and how you handled the situation.
5. How do you stay fit in order to perform physical activities that are required in the workplace?
6. Describe a time when you successfully provided personal assistance to a coworker or patron.
7. Share an experience in which you sold tickets or refreshments.
8. Describe your experience operating mechanical riding devices or other automatic equipment.
9. Provide an experience in which you operated machines to clean, smooth, and prepare ice surfaces of rinks for activities.
10. Share an experience in which you assisted patrons in entering or exiting rides, boats, lifts, or in mounting/dismounting animals.
11. Provide an effective method you have used to inform patrons about facilities, entertainment options, and rules.
12. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
13. 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.)
14. Name a time when your patience was tested. How did you keep your emotions in check?

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15. Provide an experience in which you tended an amusement booth.

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

17. Share an effective method you have used to ensure adherence to rules and safety procedures.

18. Describe your experience cleaning equipment, booths, and facilities.

19. Share an experience in which you successfully repaired or adjusted equipment. How did you identify the need for repair/adjustment?

20. Share an effective method you have used to keep informed of shut-down and emergency evacuation procedures.

21. Provide an effective method you have used to announce amusement park attractions to patrons to entice them to games or other entertainment.

22. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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

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

25. 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.)

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

27. Provide an example when your ethics were tested.

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28. 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.)

29. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

30. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?