

## Tour Guide Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.

2. Share an effective method you have used to describe points of interest to groups.

3. What is the key to success when communicating with the public.

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

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

6. 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.)

7. Provide an example when your ethics were tested.

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

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

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

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

12. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

13. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

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15. 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.)

16. Tell me about an effective educational activity which you conducted for school children.

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

18. Provide an effective method you have used to ensure compliance with regulations and safety practices.

19. Give me an example of when you thought outside of the box. How did it help your employer?

20. Share an effective method you have used to provide visitors with directions and pertinent information.

21. Share an experience in which you effectively provided for the physical safety of a group.

22. Provide an experience in which you assembled required supplies and equipment prior to departure.

23. Provide an experience in which you accurately explained establishment processes and operations at a tour site.

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

25. Describe the methods you have used to effectively plan appropriate expeditions, instruction, and commentary. Share an experience.

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

27. Provide an experience in which you trained another guide or volunteer. What made you a successful trainer?

28. Share a time when you willingly took on additional responsibilities or challenges. How did you

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successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

29. Share an experience in which your knowledge of an area helped you to effectively select a travel route or site to visit.

30. Share an experience when you applied new technology or information in your job. How did it help your company?