

## Service Station Manager Interview Questions

1. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

2. Describe methods you have found effective to plan work assignments and equipment allocations to meet transportation, operations or production goals.

3. Walk me through how you would inspect or test materials, stock, vehicles, equipment, or facilities to ensure that they are safe, free of defects, and consistent with specifications.

4. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

5. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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

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

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

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

10. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

11. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

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

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13. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

14. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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

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

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

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

19. Would you consider analyzing data or information a strength? How so?

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

21. Provide an example when your ethics were tested.

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

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

24. 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.)

25. What kind of experience do you have enforcing safety rules and regulations? Share an example.

26. Share an experience in which you successfully coordinated with others. How about a coordination effort

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that was not as successful?

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

28. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

29. What is the most challenging part of conferring with customers, supervisors, contractors, or other personnel to exchange information or to resolve problems?

30. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.