

Waitstaff Captain Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which checking with a customer to make sure they were enjoying their meal helped you to resolve a problem.
3. Describe your experience memorizing or recording patrons' food orders.
4. How do you stay fit in order to perform physical activities that are required in the workplace?
5. Provide an experience in which you prepared checks, itemizing meals costs and sales taxes.
6. Share your experience preparing and/or serving specialty dishes to patrons.
7. Tell me about a recent experience you've had working with your hands.
8. Provide an effective method you have used to keep tables and counters clean.
9. Share an experience you had in dealing with a difficult person and how you handled the situation.
10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
11. Describe your experience preparing drinks for patrons.
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. Provide an experience in which you effectively explained how various menu items were prepared.
14. Share an experience in which you effectively kept service areas stocked with supplies.
15. Provide an effective method you have used to inform customers of daily specials.

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16. Name a time when your patience was tested. How did you keep your emotions in check?
17. Provide an experience in which you successfully assisted the host or hostess.
18. Share an effective method you have used to keep dirty dishes and glasses cleared off tables.
19. Provide a time when you dealt calmly and effectively with a high-stress situation.
20. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
21. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
22. Describe the cleaning duties you have performed.
23. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
24. Describe the food preparation duties you have performed. What methods made you successful?
25. Provide an example when your ethics were tested.
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. 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.)
28. Share an experience in which you were able to describe and recommend wine to customers.
29. Provide an experience in which your ability to actively find ways to help people improved your company

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or your own work ethic.

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