

Sample Interview Questions

Example for Position of *Food and Beverage Assistant*

Customer service

1. Tell me about a time when you had to deal with a difficult customer?
2. Tell me about a time you delivered exceptional customer service in a previous role?

Ability to handle pressure

1. Every job has its stressors. What was the most stressful aspect of working as a food & beverage assistant? Why? How did you react to this?
2. What would you do in a situation in which you have a re-sit, and your first table hasn't left yet?

Teamwork

1. Give me an example of a time when you worked well as part of a team.
2. Explain your contribution to the team and if the team experienced any difficulties.

Communication skills

Tell me about a situation where there may have been a breakdown in communication at work. How did you handle it?

Example for Position of *Supervisor*

Customer service

Tell me about a time when you had to deal with a difficult customer?

Attention to detail

How do you ensure a high standard of work in the restaurant/bar?

People Management

1. How would you deal with a staff member who is consistently coming in late?
2. How do you handle conflict between team members?

Communication skills

Tell me about a situation where there may have been a breakdown in communication at work. How did you handle it?

Leadership

1. Tell me about a time when you didn't provide enough instruction or guidance for a task that you delegated. How and when did you find out that things weren't going well, and how did you rectify it?
2. Tell me about an occasion when, in difficult circumstances, you pulled the team together.