**INTERVIEW QUESTIONNAIRE**

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| **Name of the Interviewee:** |  |
| **Name of the Interviewer:** |  |
| **Date:** |  |

1. Why did you decide to work in the hospitality business, specifically the restaurant industry?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Why do you think you are suitable for the job position?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you understand about customer service?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you have any idea what customer satisfaction is?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you think will be your contribution to the company?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are your strengths?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are your weaknesses?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Can you tell me an experience wherein a guest or a customer expressed his or her gratitude towards your for the service that you have rendered?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you handle criticisms?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you think are the qualities that one should possess that are fit for the job position?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you think are the challenges in this particular job position?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What you mean by “Hospitality” in general?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you usually relate with other people?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What does being a “team player” means to you?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you resolve conflicts among co-workers?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you define being a [SPECIFY THE JOB POSITION THAT THE PERSON IS APPLYING FOR]

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you feel working in a demanding and fast paced job?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What made you decide to work in [SPECIFY YOUR RESTAURANT NAME]?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you do in your spare time?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Is it okay for you to work on long shifts?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How about on a rotating schedule?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Have you ever tried refusing to serve a guest or customer before?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. If yes, what is the reaction of the customer that you refused to serve?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you handle irate customers?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are some of the things that you find in a guest or a customer annoying?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you define “pressure”?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you handle “pressure”?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you know how to operate [SPECIFY TOOLS THAT ARE USUALLY BEING USED WHEN PERFORMING THE JOB? EX. COFFEE MAKER OR JUICE BLENDER]?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you think is the most exciting part of the job?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you think is the least exciting part of the job?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Have you ever disappointed a guest or a customer?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. If yes, how did you handle such situation when the customer got disappointed?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you consider yourself to be a “patient” person?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you know about [SPECIFY YOUR RESTAURANT NAME]?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you have any knowledge on [SPECIFY THE TERMINOLOGY OR THE JARGON USED IN A RESTAURANT BUSINESS AND FOR OTHER THINGS ALSO LIKE WINES, SPIRITS ETC.]?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you feel if guests or customers give you tip after your service to them?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you feel if guests or customers do not give you any tip after your service to them?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What do you think about tip sharing with co-workers?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you think each employee should have a percentage of the tip that were given by the guests or the customers?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. If you are given the opportunity to have this position, how long will you plan to stay in [SPECIFY YOUR RESTAURANT NAME]?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are your dreams in life?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are your long-term goals?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are your short-term goals?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you know anything about first-aid?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Do you know about Health Standards and Fire Protection?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. If given the opportunity to work in [SPECIFY YOUR RESTAURANT NAME], what do you plan to do in your first sixty days in the company?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Have you ever tried covering for your co-worker’s shift?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. If yes, why did you cover for him or for her?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. What are your salary expectations for this kind of position?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Can you describe to us the best customer experience that you had with you as the guest or the customer?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. Can you describe to us the worst customer experience you had with you as the guest or the customer?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. If given the opportunity to work in [SPECIFY YOUR RESTAURANT NAME], what are your visions for the company?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How would you describe yourself when facing challenges, not only in the workplace but also challenges in life?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

1. How do you face difficulties?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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