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

**To Use This Documents**

The text inside the brackets which is highlighted is meant to be edited with your text. This is the way you can edit the document as given below:

**To Edit Text:**

1. Point the mouse where you want to edit and delete the sample text and then you can add your text.
2. You can change the size, font & color of the text in the Main Tab: Home

**To Edit Table:**

1. Point the mouse in the table where you want to edit and delete the sample text and then you can add your text.
2. You can adjust the row & column size of the table in the Main Tab: Layout

**To Edit Chart:**

1. Select the chart which is going to edit and then
2. In Main tab: Design -> Edit Data
3. It will open the excel sheet where you can edit the values of the chart

INTERVIEW QUESTIONNAIRE

Who is SAhil?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What do you understand about customer service?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

Do you have any idea what customer satisfaction is?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What are your strengths?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What are your weaknesses?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

How do you handle criticisms?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What you mean by “Hospitality” in general?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

How do you usually relate with other people?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

How do you resolve conflicts among co-workers?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What do you do in your spare time?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

Is it okay for you to work on long shifts?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

How about on a rotating schedule?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

How do you handle irate customers?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

How do you define “pressure”?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

How do you handle “pressure”?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

Have you ever disappointed a guest or a customer?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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.]

What are your dreams in life?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What are your long-term goals?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What are your short-term goals?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

Do you know anything about first-aid?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

Do you know about Health Standards and Fire Protection?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

What are your salary expectations for this kind of position?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]

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.]

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.]

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.]

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.]

How do you face difficulties?

[INSERT THE ANSWER FOR THE QUESTION ASKED.]