

## Hotel Housekeeper - Stage 2\_1: Final Interview Round

Good afternoon, Anna. Thank you for coming in today.

Good afternoon. Thank you for inviting me.

We've reviewed your experience, and we're impressed. Can you tell me why you're interested in working at Mapleview Hotel?

Certainly. I appreciate the hotel's reputation for high standards and excellent guest service. I'm confident that my attention to detail and efficiency would contribute positively to your team.

That's great to hear. Can you describe a time when you had to manage multiple tasks under time pressure?

In my previous role, we had a fully booked weekend with several early check-ins. I prioritized room turnover by coordinating with laundry and focusing on rooms scheduled for immediate arrival. All rooms were ready on time.

Excellent. How do you handle guest requests that fall outside your usual duties?

I always try to assist within reason. If it's beyond my role, I politely inform the guest and immediately notify the front desk or the appropriate department to ensure their request is handled.

Are you familiar with eco-friendly cleaning practices?

Yes, I've used green products and minimized water waste where possible. I believe sustainable practices are essential in today's hospitality industry.

Very good. Lastly, do you have any questions for us?

Yes, could you please tell me more about the team I would be working with and the training process for new staff?

Of course. We provide a full orientation and buddy system to support new hires. Our team is experienced and collaborative.

That sounds wonderful. I look forward to the possibility of joining you.

Thank you, Anna. We'll be in touch shortly after final evaluations.

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Thank you very much. Have a great day.