

Delivery Driver - Final Interview Round

Hi Wei, thank you for coming back for the final interview.

Thank you, I'm happy to speak with you again.

Let's go deeper into your experience. Can you tell me how you organize your delivery schedule during a busy shift?

I check the delivery list and map the route before I leave. I try to group addresses that are close. I also check traffic before starting.

What do you do if a customer is not home when you arrive?

I call or message the customer. If no answer, I follow the company policy-sometimes leave the package in a safe place and take a photo.

How do you make sure deliveries are accurate and complete?

I double-check the address and items before leaving the warehouse. I also confirm the name and order when delivering.

Have you ever had to deal with a damaged or missing package? What did you do?

Yes, once a package was damaged in the car. I took a photo, told the customer and my supervisor. We arranged a replacement.

How do you keep calm during stressful situations like traffic jams or rude customers?

I take a deep breath and focus on solving the problem. I try not to argue. It's better to stay professional.

Can you describe a time when you had to make a delivery in bad weather or poor road conditions?

Yes, in winter I delivered in heavy snow. I drove slowly and carefully. I also kept extra time in my schedule.

Do you ever help with warehouse tasks or loading packages?

Yes, sometimes I help sort boxes or load the van. It helps the team and saves time.

What would you do if your GPS stopped working during a delivery?

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I would pull over safely and check the map. I also ask for directions if needed or call the customer.

Do you have any questions about the job or the company?

Yes, I'd like to know if there is opportunity to move into supervisor roles later.

Yes, we do promote from within. Many of our current team leads started as drivers.

That's great to hear. Thank you for the information.

Thank you, Wei. We'll be in touch shortly with the next steps.

Thank you very much. I look forward to it.