

Delivery Driver - Final Interview Round (Alternate Version)

Hi Wei, thanks again for speaking with us today.

Thank you. I'm glad to be here.

Let's begin. Can you walk me through your process when picking up and scanning packages for delivery?

Sure. I check the list, scan each package carefully, and make sure it matches the route. Then I load the van by order of delivery.

What steps do you take to ensure safety while driving long hours?

I take short breaks to stretch, drink water, and stay alert. I also follow speed limits and watch for road signs.

How do you handle delivering to buildings with limited access or no elevator?

I try to contact the customer for help or instructions. If there's no elevator, I carry items carefully and use a cart if needed.

Have you had experience using delivery tracking systems or signature apps?

Yes, I used an app where customers signed on the screen. I also uploaded photos for proof of delivery.

What would you do if you accidentally delivered a package to the wrong address?

I would call the office and the customer, and try to go back to fix it. I also report it so we can learn from the mistake.

Can you describe a time you went above and beyond for a customer?

Yes, once a customer couldn't carry a heavy box inside, so I helped carry it up the stairs and placed it where she wanted.

What qualities do you think are important for a good delivery driver?

Being reliable, safe, polite, and organized. And also being calm when things don't go as planned.

How do you handle situations where delivery instructions are unclear or missing?

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I call the customer if I can. If no answer, I follow standard procedure or ask my dispatcher.

Do you see yourself in this kind of job long term, or do you have other career goals?

I enjoy delivery work. In the future, I would like to become a team leader or trainer.

That's good to hear. Do you have any other questions for us?

Yes, how many deliveries do drivers usually complete in one day?

Usually between 60 and 90, depending on the area and weather.

Okay, thank you. That helps.

Thanks again, Wei. We'll contact you soon.

Thank you for your time. Have a good day.