

Hotel Housekeeper - Stage 2_2: Interview with Male Candidate

Good morning, Viktor. Thanks for meeting with us again.

Good morning. I'm glad to be back.

Last time, we discussed your housekeeping experience. Today, I'd like to learn more about how you approach teamwork and guest interactions.

Certainly. I believe effective communication is essential, especially when coordinating tasks with other staff or responding to guest needs.

Have you ever had to resolve a disagreement with a colleague during a shift?

Yes, once there was confusion about who was assigned to clean a priority room. I calmly clarified the schedule and offered to help complete it together, which avoided delays.

That sounds very professional. How do you handle feedback from supervisors, especially if it's critical?

I welcome feedback. I see it as an opportunity to improve and align better with hotel expectations. I always try to make the necessary adjustments quickly.

How do you prioritize tasks when there are multiple rooms to clean and limited time?

I assess check-in times, guest requests, and room types. I begin with high-priority rooms and communicate if timelines need adjustment.

What would you do if a guest reports a missing item from their room?

I would remain calm, apologize for the inconvenience, and report the situation to my supervisor immediately while reassuring the guest that we'll investigate it seriously.

How do you maintain motivation during long or repetitive shifts?

I stay focused on quality and consistency. Knowing that each room I clean affects the guest's comfort helps me stay motivated throughout the day.

Is there anything you'd like to ask or add before we finish today's meeting?

Yes, I'd like to ask about long-term opportunities at the hotel, such as supervisory roles or

cross-training in other departments.

That's a great question. We do promote from within and offer development paths for staff who show commitment and leadership potential.

That's excellent to hear. Thank you again for your time today.

Thank you, Viktor. We'll follow up with next steps shortly.