Tell me about a time when you had multiple customers or clients waiting for your attention at once. How did you decide what to do first?

What strategies do you use to stay calm and positive under pressure?

How do you make sure you don’t make mistakes when you’re juggling multiple tasks at once?

Describe how you build trust quickly with someone you just met.

If a potential adopter wants an animal you think isn’t a good match, how would you handle that conversation?

In past roles, what did you do when things slowed down? Can you give an example of how you used downtime productively?

Tell me about a time you noticed something that needed improvement at work and took steps to fix it without being asked.

If you needed an answer from a coworker or supervisor but couldn’t find them, how would you handle the situation?