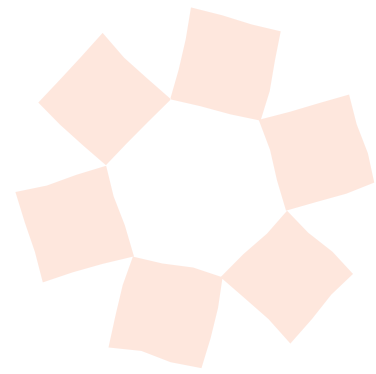


# Frontline FOH

## Interview Questions

**1/2 questions will be asked  
from each section**



### Teamwork

1. Tell me about a time when you had to work as part of a team to achieve an objective. How did you approach this? To what degree did you work closely with others in the team? What did you do to build team spirit?
2. Tell me about a time when you had to solve a problem. How did you identify the problem? How did you determine what you needed to do? Did you get other people involved?
3. How do you ensure you treat all your colleagues and coworkers fairly and equally? What do you do to ensure you are consistent?
4. Describe a time when you led your team in difficult circumstances. What did you do? What was the outcome? What would you do differently next time?

### Customer Service

1. Tell me about a time when you found it difficult to deliver a promise / hit a deadline for a customer. What did you do? How did you deal with the situation? What was the outcome?
2. Tell me about a time when you delivered or experienced excellent customer service. What was the situation? What made it excellent? How did it make the customer / you feel?
3. How we deal with service failures of any sort has a significant impact on our customer loyalty and reputation. Describe a situation where you have had success turning someone's bad opinion into a good one. What was the situation? What did you do?
4. What does good customer service look like to you? What would you expect as a customer?

### Communication

1. Tell me about a time when you felt it was particularly important that you adapted your behaviour to suit the situation. What was effective about the way you adapted? How were you able to consider any difference in culture?
2. Describe how you prefer to communicate with others. Why do you choose this communication method you use?
3. Describe a time when you've had to deal with a difficult situation? How did you resolve it?
4. Tell me about a specific time when your skill in listening and communication helped you to get to the root cause of a problem within your team or with a colleague?

## Innovation and Improvement

1. Describe a time when you have identified an issue affecting your clients or customer. How did you identify the issue? What did you do about it?
2. Tell me about a time when you had to learn a new task or technique to achieve a goal. Do you have a strategy you use in these kinds of situations?
3. Give me an example of a time when you developed a new or different solution to a problem. Why did you think the problem needed a new solution? How did you develop the new solution? What feedback did you receive on how it was working?
4. Give me an example of a situation where you took the initiative. Why was it necessary? How effective do you think/feel you were? What did you learn from this? What would you do differently next time?

## Time management and Delivering Results

1. Give me an example of a time when you faced a strong challenge at work. How did you overcome it? What was the outcome?
2. How do you manage working under pressure? How do you manage your emotions and remain calm?
3. Give me an example of when you had to complete multiple tasks at the same time, with a heavy workload. How did you approach the problem? What did you do to prioritise your workload?
4. Describe how you manage your time to ensure you meet deadlines to a high standard. How are your deadlines and standards determined? Do you set your own or are they set by others? How do you manage deadlines?

