

## Pre-Interview Questionnaire:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

1. Have you worked in the hospitality industry? Where? What did you do? What did you like (dislike) about this (these) job(s)?
2. Why are you considering leaving or why did you leave your current/last job?
3. How would you describe yourself as an employee? What are your strengths? Weaknesses?
4. What type of people do you like best? And least? Why?
5. What do you think excellent customer service would be in our business?
6. Tell me about a time when someone failed to provide good service to you. Give me examples of what the person did poorly. How could he/she have improved?
7. What do you think is most important in building long term, repeat customer business?
8. Sooner or later, we all have to work with a customer who is unreasonable. What types of behaviour would you find most frustrating? How would you respond under such a circumstance?
9. From your understanding of the job, what aspects of the job will you like the most? What are some things you might dislike?