

# 10 Common Hospitality Interview Questions (And How to Answer Them)

Going for a job interview? Along with dressing smart, you need to prepare for the questions your interviewer will ask.

Here are the most common hospitality interview questions (and example answers).

## 1. Why were you interested in this job role?

This is a common hospitality interview question because the interviewer will want to know why you applied. Most importantly, the interviewer will be looking for staff who are interested in working there for the long term. Managers want hospitality staff who want to grow with the company.

Have an answer prepared because this is a popular question and it can show your interviewer you have a serious interest in the job.

Example Answer: Since leaving school, I've been interested in working in a hospitality so I was really interested when I saw this vacancy. As you've seen from my CV, I've held other types of front-of-house jobs and I believe I have the experience and skills to put myself forward for this job.

## 2. What do you think the roles and responsibilities of this job are?

The interviewer will want to see if you've read the job advert properly and not just applied because you were interested by the money. Before the interview, read over the job advert. It's a good idea to try and remember what they're looking for because you can use it to create example answers and show you're a great candidate.

Example Answer: As a hospitality waiter, I expect the job responsibilities to include: helping customers choose the right menu item, I will be clearing tables, setting table, and helping customers with any queries or problems they have. As it's a front-of-house position, the waiter is the first-point-of-contact for anyone visiting the hospitality venue so they need to be at their best at all times.

**3. Do you have any experience working in a hospitality?**

Working in a hospitality is demanding work and you're also interacting with customers. Hospitality managers want employees who have the skills and experience to work in a hospitality. If you have any prior experience, talk about it in your interview, tell them what roles you've worked in and how long you were there for.

If you don't have any work experience in a hospitality venue, refer to examples where you've worked with people or in groups (like a sport team or study group etc). Refer to any jobs where you've had to work with customers.

Example Answer: I have never worked in hospitality before but I worked in the school canteen. It was very busy and loud. We had to be dressed smartly and provide a high quality service at all times. From this experience, I believe I am accustomed to working front-of-house and working with customers. As I am used to dealing with unhappy customers, I know how to stay professional and help fix a customer's problem.

**4. What is a service host?**

There are specific job roles you will only find in a hospitality and some interviewers will be interested to see how much you know about hospitality and how they work. Spend the time to research and understand the different hospitality jobs.

Example Answer: A service host is responsible for greeting customers, seating them and providing menu's and taking a first order of drinks before handing over the service to the designated waiter.

### 5. Why do you want to work at this hospitality venue?

Your interviewer will want to know why you've expressed interest in working with them. Is it because they're a world renowned hospitality chain? Do you like how it's an independent hospitality venue and has it's own personal charm? Before you go to the interview, make sure you have an answer prepared for this question, it's a very common question.

Example Answer: As Starbucks is a world renowned brand I was really interested in applying for the vacancy. I have eaten at Starbucks in the city a few times and I've always enjoyed the taste, I appreciate the high quality service it offers.

### 6. Describe a time you had to deal with an unhappy customer.

When you work in the hospitality or service industry you get unhappy customers, some worse than others. Hospitality staff are responsible for fixing customer problems but it's also important they do so professionally. Thanks to TripAdvisor and other review sites, it's easy for customers to review a hospitality venue and you don't want to be named and shamed.

If you haven't worked in a hospitality before, that's fine, refer to another time you had an unhappy customer. As this is one of the most popular hospitality interview questions, have an answer prepared.

Example Answer: When I used to work in a restaurant, there was a time where a customer was unhappy with the steak he had ordered. He was unhappy with how it had been cooked and when he called me over, he acted like it was my fault. I remained calm and listened to what he had to say, then I offered him some solutions, I could take it back to the kitchen or give him an alternative meal. He asked for me to take it back and I did, I asked the chef to cook another steak to the customer's specifications and brought it out. The customer said he was happy with the changes and appreciated I had gone to the extra effort.

**7. Have you been on our hospitality venues website? What do you think?**

Most hospitality and service business have a website. Hospitality websites can be used to promote the menu offering. Your interviewer will likely use this question to see if you have made the effort to search for them online and spent time navigating through the website. If you get this question, it's worthwhile to have a list of things you liked and didn't like.

Example Answer: I really like how the menu is presented on the website, the videos available were great selling features and the FAQs have plenty of information. The only thing I would suggest changing was the booking form. It looks a bit old and it's very long.

**8. How would you feel about working night shifts?**

Some hospitality and services businesses are open 24/7 so they require their staff to work night shifts. Hospitality staff need to be available to help customers, do check-ins and check-outs, and ensure the business continues to run smoothly. It's important you show your availability.

Example Answer: Yes I'm available to work night shifts. What is the general rule of working night shifts, would I be expected to do a limited number a month?

**Tip: Ask questions in your interview, it shows the interviewer that you're interested in the job.**

**9. What does excellent guest service mean to you?**

As hospitality staff are constantly working with customers, it's important they provide excellent service at all times.

Example Answer: To me, excellent guest service means showing customers that you're always available to help with any problems and you greet people with a smile. It's all about going the extra mile for customers.

**10. Where do you see yourself in five years?**

Managers want staff who are looking to grow with the hospitality and are interested in progressing through the career ranks. If you show a real interest in developing a career in the hospitality industry, you can improve your chances of getting the job.

Example Answer: I'm interested in developing a career in hospitality management. One day, I would like to transfer to different hospitality venues around the world to gain experience in different countries too.

**Personal Presentation**

Make sure you look the part!

Along with preparing yourself with the most common hospitality interview questions, you need to be dressed smartly for the interview. Remember, most hospitality jobs are front-of-house and you will be expected to look professional.

Hospitality staff are expected to wear appropriate footwear at work. It's recommended you wear supportive and slip-resistant shoes to help reduce the chance of slips, trips and falls at work.