Interview Questions

Behavioral Based Interviewing

Situation = describe an experience

Task = ask for specifics – what tasks were accomplished successfully or what did they learn from the experience?

Action = explain what action was taken?

Results = positive/negative, what did they learn from the situation, i.e. made a mistake or had difficulty. What would they do differently, if anything? Ask for more details, if needed.

1. **Communication:** Tell me about a time you…
   - Had to communicate an initiative or change
   - Communicated to different audiences
   - Used different methods
   - Solved a problem/issue
   - Had a challenging experience presenting

2. **Motivation/Job Execution:** Tell me about…
   - Your method of motivating yourself and others
   - A time when you demonstrated initiative
   - When you seized an opportunity and ran with it
   - The major goals you have accomplished in your current/previous positions
   - Challenges- how did you overcome them?
   - When you successfully accomplished a task and felt a sense of accomplishment?

3. **Leadership/Influencing:** Tell me about…
   - A time when you had to convince others to adopt your idea or process
   - The resolution of conflict, what were the issues?
   - Attention to detail, how do you organize a project, meet deadlines?
   - The most difficult person you ever worked with
   - Your supervisory style and the type of supervisory style you prefer?
   - Working independently. Do you enjoy it? Can you effectively work independently?
4. **Adjustment/Flexibility**: Tell me about…
   - How you adapt to change
   - A time when it was difficult to adjust
   - Accepting others’ opinions/ideas
   - Dealing with stressful situations and meeting deadlines

5. **Customer Service Orientation**: Tell me about…
   - What it means to you
   - A time when you went above and beyond
   - A time when you solved a customer concern/issue

6. **Organizational/Project Management Skills**: Tell me…
   - How you have used technology on the job
   - What programs do you use to create documents, spreadsheets and presentations

7. **General Questions**
   - Why are you interested in working at XYZ Company?
   - Why should we hire you?
   - How will you add value to the organization?
   - What will you bring to the position that other applicants will not? What is your unique background/skill set?
   - Describe why you feel the XYZ Company culture would be right for you?
   - This is a very hands on job, fast paced, long hours, flexible schedule to meet resort needs, weekends/holidays. How do you feel about this?
   - What are you looking for in your next position?

8. **Strengths/Weaknesses**
   - Assess: Are they being honest in describing their strengths/weaknesses (demonstrate improvement)?

9. **Level of Interest**
   - Does the candidate seem genuinely interested in the position/working at XYZ Company?
   - Does the candidate demonstrate enthusiasm for the position?

10. **Salary requirements**
    - Previous salary?

11. **Ask the applicant if they have any questions**