

General Interview Questions

1. What do you know about our company?
2. Are you flexible?
3. What three strengths can you bring to this job?
4. Tell us about one of your weaknesses?
5. What personal qualities can you bring to the role?
6. What makes you suitable for a job in retail/catering/cleaning/logistics, etc...?
7. Why is there a gap in your employment history (if applicable)?
8. Have you ever done voluntary work? If not, what are the reasons for that?
9. What two qualities do you have that makes you a good team player?
10. What does giving good customer service look like to you?
11. What do you want from an employer?
12. Why do you want to work for us?
13. How will you ensure that you complete the tasks you are given on time?
14. How would you feel about learning new skills?
15. Where do you see yourself in five years' time?
16. How will you ensure your work is accurate?

Competency Based/ Behavioural Questions

1. Give me an example of a time when you have exceeded customer expectations?
2. Can you think of a time when you have worked in a team? What was your contribution?
3. Give me an example of a time when you have met a tight deadline, how did you manage it, what was the outcome?
4. Give me an example of a time when you have not met a deadline, why did it happen, how would you ensure it didn't happen again?
5. Give me an example of a time when you have had to settle a dispute between two other people?
6. Give me an example of a time when you have not done something as well as you could have done, how would you ensure this didn't happen again?
7. Tell me about a time when you have had to adapt to change, how did you do this, what was the outcome?
8. Give me an example of a difficult situation you have found yourself in? How did you react? What was the outcome?
9. Think of a time when you have disagreed with something that you have been asked to do? How did you react? What was the outcome?
10. Think of a time when you have dealt with a difficult customer? What did you do to resolve it?
11. Tell me about a time when you have delivered excellent customer service?

Questions to ask at the end of the interview

At the end of the interview make sure you get the opportunity to ask your questions. Here are some to consider.

1. How did this job become vacant?
2. How much decision making authority will I have?
3. What are you looking for in the ideal candidate for the job?
4. What would a typical day in this job look like?
5. What opportunities will I have for development?
6. If I got the job what would be a successful first six months/ year?
7. Who will evaluate my progress?
8. Do you have an active review process?
9. What are the company's core values?