

Front Desk Representative Job Interview Questions And Answers



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Front Desk Representative Interview Questions And Answers Guide.

Question - 1:

Tell us why do you think you are perfect for this position?

Ans:

First understand the role ,then highlight how your skills, experience and personal quality match this. Show them not only that you are qualified for the job but also confident to make the different by taking the challenges that the job offers. You can take this question as an opportunity to talk again about your qualifications, credentials and psychological strengths that can benefit this position. For example:

* I think i do well in this job because my education and knowledge gained from my college life is suitable to this job and will be beneficial for the hotel too.

* I think that I'm meeting (or almost meeting) all the required qualifications, skills for this job.

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Question - 2:

Explain me how can you handle stress?

Ans:

This service desk interview question is very common and will be asked to you while attending a front desk interview. Always remember that people have to deal with stress at some point of their lives. You should speak about how you are able to work under pressure and not allow the pressure to control you. While answering this question, you could say that you never allows stress to take away your motivation and that you can balance yourself because of your healthy, fit and active lifestyle. You can also speak about how positive you like to stay and that it helps you give better and positive reactions.

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Question - 3:

Tell us how long will you work here if you have been hired?

Ans:

When you answer this interview question for receptionist, make sure to come across as positive as you can. You must let the interviewer know how glad you are to be sitting in front of them and that you are thankful for this opportunity. You should begin your answer by saying that working for them will be a very good and attractive opportunity for you as it help you gain both knowledge and experience in the front desk world. You could say that, would like to pursue your career as long as you can, that you like meeting new challenges and that this hotel is everything you have been looking for so leaving is clearly out of question for you. Try to gain their confidence through this.

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Question - 4:

Tell me why do you want to work in our hotel?

Ans:

Impress the interviewer by expressing your interest in hotel profile and by demonstrating your enthusiasm to work for the hotel. You may say that you trust this hotel to be the best place to utilize your experience and skills for the benefit of the hotel. Mention the aspects that what you liked most about the hotel.

For example you may also say that :

You are one of the leading hotel and I want to work with the best. It will help you to utilize your skills, knowledge in an effective and efficient manner.

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Question - 5:

Tell us about your weaknesses as Front Desk Representative?

Ans:

For your weaknesses, be honest about them but be sure to emphasise that you learned something from them (and try to explain how you learned from them or how they made you a better person).If you have a readily apparent weakness, discuss how you've addressed it and why it won't be an issue in the job. Here you can discuss non-essential skills also. For example you say like:

* Being organized wasn't my strongest point, but I implemented a time management system that really helped my organization skills.

* I care too much about my work.

* I am too much of a perfectionist.



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Question - 6:

Tell me what is the best thing you like about your job?

Ans:

When you bring smile on tense face of your customer by helping them and by solving their problems, it is the best thing that I enjoy during job. So, customer satisfaction is the best thing that I like most in my job.

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Question - 7:

Tell me how you deal with a customer who is on the phone and refuses to calm down?

Ans:

Such situation is very common in a helpdesk job. This question is again put in-front of you to check your ability how you face the stressful situation.

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Question - 8:

So you want to become a receptionist! Tell us something about you?

Ans:

When you want to work as a receptionist or be a part of the front office staff, you have to have some knowledge on how to answer a few basic questions before the difficult ones come along. One of the most common front desk job interview questions, that most receptionists ask is what you can tell them about yourself. While answering such questions you should discuss your previous employment experiences. The question is a good opportunity for you to focus on your professional goals, speak about your skills,2 achievements and strengths and provide a good summary of your professional self. You don't have to discuss about your personal life here.

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Question - 9:

Explain me how would you organise your schedule?

Ans:

In this interviewer is expecting that how you would be organised and efficiently handle changes in your schedule. In you answer you may include that how you manage your daily workload with some examples from previous employment experiences where your organizing abilities have shone through. Add some following points to make your answer more effective i.e. you would manage databases and create reports, manage information by telephone, fax and email messages, guest arrangements and Organize paper work and maintain electronic files such as presentations and spreadsheets.

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Question - 10:

Explain me one thing that you don't like about your job?

Ans:

Give your answer in brief and avoid telling something that related to customer service. If you want to say something that you don't like than you can mention that long queue of customers waiting for their turn is something you don't like.

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Question - 11:

Tell us do you really think that company or organization really needs a helpdesk?

Ans:

The key to run company effectively is that the resources are available and operational all the time, especially if it is an IT company. Helpdesk is necessary as it makes sure that resources are available for customer and also operational reasons.

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Question - 12:

Explain me are you comfortable working in different shifts?

Ans:

Interviewer want to check your flexibility in working different shifts so you need to be honest here in this question. And if you don't have any issue then you may say that yes, you are comfortable if the company demands or Yes, I'm comfortable.(Even if u don't like to u have to because it's manageably risk).

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Question - 13:

Tell me why did you choose receptionist as your career out of many others?

Ans:

For those who are people lovers and who have a good level of communication skill, working as a receptionist can be a very good thing. First answer the question naturally without sounding rehearsed and build confidence for starting the interview. You may say that 'I would like to work as a receptionist as I enjoy working with the public and feel I can overcome any problems they may have and I have good organisation skills'. Even you can mention your all skills(acc.to job requirement)that can be your communication skills, computer skills, strengths, customer service skills etc.

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**Question - 14:**

Tell me how good are you at solving problem on phone?

Ans:

Solving problem face to face is different than handling them on phone. To convince your interviewer that you have an ability to solve the problem you can put an example of any previous incident where you have solved the customer problem on phone easily.

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Question - 15:

Explain me some of the task that you had performed in your previous company?

Ans:

Explain him about your job responsibility in previous job citing few examples of customer handling and solving their problems.

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Question - 16:

Tell me what does good guest service mean to you?

Ans:

Hospitality is all about customer service, so you're just as likely to get this question when you apply for an administration position as when you're after one at the front desk. While the answer is common sense, a good way to make a memorable impression is to work language from the hotel's own marketing materials (such as their website) into your response.

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Question - 17:

Tell us how you deal with the frustrated customer?

Ans:

The first thing a help desk person must do is to try understanding the customer, also try to avoid the conflicts or any such things that disturbs the customer. Then you can confront with each other and try to solve the problem.

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Question - 18:

Tell me what is the difference between helpdesk and service desk?

Ans:

A helpdesk ensures that the customer's problems are resolved in a timely fashion. The service desk is a single point of contact between customer and company, where all the information regarding the company's service are delivered.

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Question - 19:

Explain how will you organize your schedule?

Ans:

In this the interviewer is basically trying to see how organized you are as a person. He wants to see how efficient you are as a persona and how you will handle changes if there are any in your work schedule. In this answer you must first of all include how you have been organizing stuff in the past, how you have organized meetings and how they worked successfully. Speak about how much you have learnt from your past and the previous experiences and that maintaining sheets, documents and files is very easy for you.

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Question - 20:

Tell me what do you know about our hotel?

Ans:

The interviewer wants to know if you've done your homework or not. So before going for interview you need to collect information about hotel as much as possible, go through the hotel's web site. Use search engines to research the hotel & individuals. Look for their mission & how they describe themselves. Look at Glassdoor and Indeed to see what employees say. Share all the positive aspects you know about that hotel including their achievements, awards etc. And don't be predictable, be unique. Show your interest in the hotel.

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Question - 21:

Explain me why are you the best candidate for this position?

Ans:

Employers want to hear about more than the hard skills you've listed on your resume. Think about the job description as well as what you've learned about the hotel's culture, mission and current needs. Then use your response to emphasize your compatibility and ways you will use those skills to help them tackle their challenges.

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Question - 22:

Tell me what are your strong points as receptionist?

Ans:



This question will help polishing your qualification, your skills to the requirements of the interviewer. Provide persuasive answers to the question of the interviewer about strong points. You do not only state your strong points to the interviewer but must also provide evidence for them by giving examples of our past achievements. And Your answer should highlight a strength such as "handling customers and clients," "organizing an appointment book," or "problem-solving." Pick one, then illustrate it with specific details relevant to the job. You will want to point to a strength that pertains to the job. You may include some strong points (similar to job requirement like):

- * Your friendly nature
- * Your communication skills
- * Your patience level

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Question - 23:

Tell me when you can join our hotel if hired?

Ans:

This can be a common question to be asked at the end of an interview. It feels like a simple question, but it really isn't. So before answering this question think about what you absolutely need and what you would like. So the best response is to convey a willingness to start working as soon as possible. However, if you do have another job while you're in the application process for a new one, you need to be tactful in how you answer.

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Question - 24:

Tell me what were your responsibilities in the previous front desk office job?

Ans:

This one could be a great opportunity to speak about some of the nitty gritty bits of your old employment experiences. You must also focus on the duties and responsibilities that will mostly relate to the position you are hoping to get. When you are speaking about your responsibilities, you must always remember to stay positive. You don't have to reflect on any of the previous experiences in a poor manner. One of the best ways in which you can get ready for this question is by simply looking at your resume and look at all the responsibilities you have listed. Think of how you can elaborate and speak on each point. You must also focus on the instances and the accomplishments that have helped you.

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Question - 25:

Tell me how important is customer service for you?

Ans:

The whole business depends on the customer service, and if you are at the help desk you are holding an important position to help the customer in the best possible way.

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Question - 26:

Tell us what experience do you have as a help-desk associate?

Ans:

Speak about the experience that is related to your position, tell them what are the responsibilities that were involved and also explain what additional thing you were doing like managing call or using any software. If you don't have experience, you don't have to worry, you can tell them you are a fresher.

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Question - 27:

Tell me how do you respond when you do not know the answer?

Ans:

When you do not know the answer, tell the customer straightway that you don't know the answer instead of hitting around the bush. And ask them to wait till further assistance provided by your colleague or supervisor.

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Question - 28:

Please explain about a time you disagreed with a coworker. What did you do to resolve the situation?

Ans:

Hotels employ a diverse spectrum of personalities as well as nationalities. Regardless of your position, teamwork will often be required. The hiring manager wants to select a professional who can work well with others even when they don't see eye to eye.

[View All Answers](#)

Question - 29:

Tell me why do you want to work for this hotel?

Ans:

Obviously, you have bills to pay. However, comments about compensation or "I just need a job" are the last thing a hiring manager wants to hear. To best answer this question, you need to spend time learning about the hotel's history, mission and culture. Check out their website and search the Internet for press releases and other news. If you have access, talk to a few of their employees. Then put together a response that shows you've done your research and are a good match for the hotel's current and future needs as well as culture.

[View All Answers](#)

**Question - 30:**

Explain what important skills should a front desk officer possess to be able to work well at this position?

Ans:

There are many skills that front desk officers should possess. Good communication and interpersonal skills, customer service knowledge, ability to effectively manage multiple tasks simultaneously and diplomacy and discretion are just a few of them.

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Question - 31:

Tell us are you flexible with the weekend's job?

Ans:

As far as I get another day off in place of weekend, I don't have any problem in doing weekend Job.

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Question - 32:

Tell us how you will organize your work schedule?

Ans:

Based on the priority, I will schedule my work and assignment accordingly.

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Question - 33:

Dealing with passengers may mean that sometimes someone is not happy. Can you give an example of when you satisfied an unhappy customer?

Ans:

I was working at a restaurant as a server, and I had a table of two individuals. When they started eating, one of the guests noticed that his chicken was undercooked. I apologized profusely and explained that it was an embarrassing mistake. I asked him to let me fix it, and I went back to the kitchen and had them remake his meal. While he was waiting, I gave him a free appetizer to pass the time. When his food was done, I brought it back, and he was impressed. He ate the meal and said he loved it. He thanked me for my service, and I got a big tip. I learned that saying you're sorry goes a long way.

[View All Answers](#)

Question - 34:

Tell me what will you do if there are complaints from a guest regarding the service?

Ans:

Unhappy guests will always give you bad news whether it is about the company or the hotel and it will take just one person to completely shatter a good day when you are working for everyone. Whatever the cause may be, there are plenty of unhappy customers who can still be our guests and hope for making it better in the future business. So when you are speaking to the customer, make sure to listen to them firstly. Second, thank them for letting you know where the problem lies. Third, convey your apologies to the guest. Third, see what the guest is looking for as a solution. Fourth, act on the solution.

[View All Answers](#)

Question - 35:

Tell me how much you want to get paid for this job?

Ans:

Before you start talking pay (and salary negotiations) with a prospective employer, you need to find out how much the job (and you) are worth. You will need to take the time to research salaries. That way you will be prepared to get what you're worth and to get a job offer that's realistic and reasonable. And don't be afraid to identify a salary you think you deserve. You need to be realistic but you shouldn't have to work for less than what you are worth. You have a unique set of skills and experience that will be the perfect match for the right role and the right employer. When you find that role, you deserve to be paid fairly for it.

For example you can answer:

* Actually sir, I am more interested in my role instead of salary. I would expect appropriate salary as per my role and responsibilities.

* I am not looking for great salary. I just want to increase my knowledge and skills. Salary I am looking that as per company norms which fulfill all my necessary needs.

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Question - 36:

Tell us who are our main competitors?

Ans:

Interviewer wants to check that how much you know about their competition and whether you have done the necessary research or not and do you have anything to contribute that will provide an advantage for their company. For answering this question effectively you need to research about the hotel as much as possible. And Make sure during your research, you also investigate the competitors of the company you are interviewing for, then only you will not face issue for giving answer.

[View All Answers](#)

Question - 37:

Tell me how will you convince an unsatisfied guest of our hotel?

Ans:

The good answer to this question is can be that you would definitely approach an unsatisfied or angry customer/guest with smile, try to stay calm and positive and uncover the reason why he was unsatisfied or behaved offensively. Once you uncovered this reason, you would try to solve his problem, or call an experienced staff member to help you.

Good receptionist wouldn't be afraid of unsatisfied or angry guests. They simply belong to this job. The best way to ultimately make unhappy guests happy is to



convince them that you are working in their behalf to resolve any problems, and that you are not interested in taking on an adversarial position. You can share some guidelines with your interview that how you used to handle unsatisfied guest in your past job or you can some points like:

- * By accepting full responsibility for resolving any open issues.
- * Be gracious in accepting blame wherever it is justified.
- * By assuring them that you will be providing them with a final resolution as soon as possible and then follow up as promised.

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Question - 38:

Suppose your to-do list has five tasks and you only have time for three. How would you prioritize them?

Ans:

Whatever your hotel position, there are guaranteed to be days when you cannot complete everything that needs to be done. Hiring managers want to see that you have the ability to analyze such a situation, think clearly when under pressure, make a decision on a course of action and take responsibility as you proceed.

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Question - 39:

This position requires extensive interaction with people of all nationalities. How would you rate your communication skills for this job?

Ans:

I feel I have excellent communication skills. Not only am I able to speak clearly and loudly enough to be heard, I can also easily understand what people are saying. I can also deliver bad news in a kinder and gentler way. Additionally, I am fluent in several different languages other than English, including Spanish, Chinese and French.

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Question - 40:

Imagine if there is a customer who does not understand your language then how will you help him/her?

Ans:

I personally think that to help someone, language should not be barrier. Anyhow if you cannot help him out then the best thing would be to make him understand with the sign language (obviously when seeing the customer physically). Over a call, you can use google translate or similar tools to communicate with customer.

[View All Answers](#)

Question - 41:

Tell me when faced with difficult problems, are you able to offer up solutions on your own or do you wait for someone?

Ans:

Say, first you will try your best to solve the problem as much as possible and if you fail then only you will take help from your seniors. Here you also need to show up your problem solving skills to your interviewer. And you may include some problem solving skills like You are an original thinker and have the ability to go beyond traditional approaches or You adapt to new/difficult situations and devise ways to overcome obstacles.

[View All Answers](#)

Question - 42:

Tell me according to you what is the most important skill that is required for receptionist?

Ans:

The most important skill that is required for receptionist is excellent communication skills along with good organisational skills, positive attitude and friendly nature at all time. As a receptionist is the first who contact a person makes with a hotel, so it is very important for receptionist to give a good first expression. Being polite and behaving in professional manner will help to solve the customers problem easily. Along with this you may say that dependability is one of the professional traits that a receptionist must have, because opening the counter on time and demonstrating a responsive attitude are essential characteristics that employees and customers come to expect.

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Question - 43:

Explain me a time you had to disappoint a guest. What was the situation and how did you handle it?

Ans:

Not all guest problems can be solved. Hotel employers want to hire someone who can empathize and remain professional even when they're faced with an impossible task.

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Question - 44:

Suppose if the customer is not satisfied with your service do you analyze your mistake or just move on to another customer?

Ans:

Help desk associate responsibility is to give a satisfactory solution to their customer, and if the customer's problem is not solved then a follow up needs to be taken till the

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Question - 45:

Many people are interested in this job for the perks of travel. Why do you want to be an airport customer service agent?

Ans:



I have a great deal of enthusiasm for all things related to travel and airplanes. I also want to be part of an industry that helps people make their dream vacations come true. I want to help those who are trying to just get through their day by giving them access to information and a friendly smile. Too many people have a negative view of travel via planes, and I want to help shift that view.

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Question - 46:

Explain me how important IT skills are in help desk service and how you keep yourself updated with those skills?

Ans:

To process your work quickly computer skills are very important these days. Computers not only make your work easy but also save your time and energy. I use internet, online books and other educational resource to upgrade my IT skills.

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Question - 47:

Explain me about your ability to work under pressure and how much stress you can handle?

Ans:

Show them your ability to work under pressure by your effective answer. The interviewer is looking to identify that do you understand the effect pressure and stress has on you and are you sufficiently robust to be able to take them in your stride. First it is essential that you fully understand what the difference is between pressure and stress because many people use the two terms interchangeably. Being under pressure is a matter of having significant demands made of you. Pressure is largely a positive force and a motivating factor for many people. On the other hand, stress is not so positive. Stress occurs when the pressure you are under exceeds your ability to effectively meet the demands being made of you. The key to formulating your answer to this question is to seize this as an opportunity to talk about a situation or an occasion where you were under pressure and you how rose to the challenge. Try to avoid talking about an occasion when you were totally stressed out but do acknowledge that you understand stress and are able to deal with it appropriately.

Sample answers:

- * All jobs in the world has a pressure, pressure is a part of work. Once you had passed by, you always will gain experience to improve yourself to manage every situations.
- * I can handle most situation without feeling pressured. I take everything as an opportunity to test my own limits.
- * I can do work under pressure, when you feel like pressure, you need to concentrate on your work, Don't think about pressure, just take it easy and one thing is the most important for us, A Person should love with work.

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Question - 48:

Tell me why should we select you as Front Desk Representative?

Ans:

Be ready to explain why an interviewer should pick you for the job. This question will deal with your ability to sell yourself. Here you need to think of yourself as a product and why should the customer buy you? Give them the valid reasons. The best way to answer this question is to make a short list of your qualities, skills similar to the job profile you are aiming at in a paragraph that would point out the positive aspects that you would bring to the new job position. Show up your good organisational skills and excellent communication skills to the interviewer. Just give your interviewer strong reasons to hire you.

For example you may say:

- * I am enthusiast and willing to work with a long commitment. I learn quickly and work smartly. With strong determination and sincerity towards my work I will contribute my best to achieve the organizational goals.
- * All I'm asking right now is for you to give me a chance where I can showcase my talent and skills. And in return I'll do whatever it takes just to be the best on everything you would have wanted me to do. Assure you to give my 100% and not to bring you down.
- * As I know very well you have a great list of candidates all are very good and talented, but I know that I am best for your hotel due to my hard working, sincere, dedicated, well disciplined nature apart from this honesty which is most important quality for any employee and I will be proved definitely asset for your hotel.

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Question - 49:

Suppose if you found yourself in a situation where a visitor has become antsy because of your refusal to let him in, how would you handle the situation?

Ans:

How I handle things actually depend on how explosive the situation can be. I will first analyze if the visitor has the capacity to harm me or other people in the vicinity. If he doesn't, I will politely ask him to calm down while we look for a situation. If the situation is such that the visitor is being volatile, I will have no choice but to ask for security backup.

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Question - 50:

Tell me why did you leave/are you leaving Hotel XYZ?

Ans:

Maybe you want a more competitive salary. Perhaps you cannot abide your current manager. You may even be bored. Whatever the actual reason, find a way to stay positive. It may be easiest to focus on what you want from your new job-greater challenges, more advancement opportunity, a chance to learn a new aspect of hospitality-rather than what you didn't like about your last one.

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Question - 51:

Explain what are two of the most important duties of a front desk officer?

Ans:

Facilitating front desk operations and providing visitors and customers with information are the two most important duties in this job.

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**Question - 52:**

Tell me in what languages you can speak?

Ans:

As you will need to deal with international guests also so you have to learn foreign language as I mentioned earlier. So if you have learnt any new language or want to learn a new one you can mention that in your answer. If no then say it, you need to be honest here so it will not create any issue in future.

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Question - 53:

Tell me what do you know about MS OFFICE?

Ans:

Interviewer is looking for advanced skills in Microsoft Word, Excel, PowerPoint and Access in applicants as it is very important for receptionist job. Tell them what you know about Ms Office, what tasks you can actually perform in MS Word, Excel and from what time you are using MS OFFICE (it will show that how much you are familiar with Ms Office).

Here your answer needs to be concise, credible and supported. Just show them your proficiency in Microsoft Word, Excel, PowerPoint and Outlook.

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Question - 54:

Explain me how will you deal with negative customer?

Ans:

It could be slightly challenging to speak about negative experiences that could cause you to feel angry and frustrated. Your employer should want to know how you can handle an unpleasant situation because since you are a receptionist you will always have to interact with those who regularly visit your company. So the best way to answer this question is by thinking of the times when you have actually been upset or mad at someone because of their behaviour. You should also explain what this situation is and how have you been able to handle it. You must also make the customer service philosophy and goal here. Be calm and positive too.

[View All Answers](#)

Question - 55:

Tell us what motivates you for the help desk assistant job?

Ans:

I like to communicate with people. Help desk assistant job is a type of job where you continuously interact with people and help them to solve their problems.

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Question - 56:

Tell us how you face the criticism?

Ans:

Answer to this question will judge your level of patience, they want to check how positively you can take your criticism and how you deal with them without losing your temper.

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Question - 57:

Explain me what are the new help desk techniques you think would be helpful to improve the service?

Ans:

IT and computer knowledge would be an additional assets for an helpdesk associate, and even company can take a help of computer software to minimize the workload and to communicate with the customer effectively.

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Question - 58:

As the airline industry is changing, there are different issues and problems that become center stage. What do you think is the biggest challenge for this job?

Ans:

I think there are several challenges in airport customer service. One of the biggest issues that passengers are struggling with is the increasing amount of security that comes along with air travel. Another challenge involves more restrictive baggage amounts and weight limits. My challenge as a customer service agent is to be able to make guests feel welcome. I think it is important to do whatever I can to help passengers who are stuck in security line delays or have special circumstances.

[View All Answers](#)

Question - 59:

Tell us what is your worst experience so far as a help desk assistant?

Ans:

Try to give answer where you had a minimum conflict or misunderstanding with the customer, and then explain how you had solved the problem.

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Question - 60:

Tell me are you a flexible person? Can you work in different shifts?

Ans:



Being a flexible person is very important these days, especially if you want to work at the front desk department. So if you think you can handle long hours and rotator shifts, this job will be yours entirely. You have to know how to work and handle stuff like these as your job clearly calls and demands for it. So when your employer asks you questions related to flexibility, say that you are comfortable and that you can handle different shifts easily. Let them know that you can!

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Question - 61:

Tell me why are you applying for this job and leaving your current position?

Ans:

This is a very common question. In case you have been terminated, you should answer this question in a positive manner. You should never leave a bad impression by saying something bad to a former employer. You should say that you love having challenges in your life and the time has come for you to broaden your perspective and accept bigger and better challenges. You should also speak of your previous experiences. You could also say that the previous employer and you both have decided that it was best if you start looking at a few new opportunities that will fit your talents, abilities and skills. You are also confident that this opportunity is an excellent fit. You have a lot of experiences and ideas that could be brought out to the table to be discussed.

[View All Answers](#)

Question - 62:

Explain how would you describe yourself?

Ans:

Here your answer will decide that are you fit for the position you are applying for or not. Tell them what you like, your skills which helped you to achieve things or in what things you are perfect and can be beneficial for hotel. but when you respond, keep in mind the type of position you are interviewing for, the hotel culture, and the work environment. And always speak positive about yourself. You may say that you are someone who:

- * Has a high level of motivation to work here. You have studied the entire hotel history and observed its business strategies.
- * Takes work ethics very seriously. You do what you are paid for, and you do it well.
- * Communicates extensively. Good, bad or ugly, you believe that open communication is the most important factor to reach an efficient organization.
- * Works enthusiastically. I have enough motivation for myself and my department. I love what I do, and it's contagious.

[View All Answers](#)

Question - 63:

Explain about your computer skills?

Ans:

The most common software currently being used for office work is word processing software like Microsoft Word, spread sheet software like Microsoft Excel, and presentation software like Microsoft Power Point. So its important for you to improve your skills with these basic programs. Then only you will be able to answer about your computer experience in relation to your job function. You can mention all your computer skills you have learnt(related to job requirement) in your answer to impress your interviewer with your computer knowledge. You may say that "you are proficient with Microsoft Word, Excel, and Power Point. You are very comfortable using these programs and have a lot of experience doing so."

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Question - 64:

Tell us do you think you are overqualified for this position?

Ans:

With a little preparation you can turn this question around and demonstrate the benefits to the hotel if you are given the job, rather than purely focusing on why you want it. So avoid saying like "I can't find anything else and I really need a job?", even though that may be the case. That sounds frustration. State that I am are very well qualified for the position. Even if I m overqualified for this job it is better for your school as well as me for future prospective. Overqualified person does not lose, he stays ahead of others. For example:

- * According to me None are over Qualified for any kind of Position, Instead they can Learn Much More Things and makes them to move forward.
- * No, Sir I don't think so. Because I am always a learner and my learning never ends. So At any instances of time I get myself upgraded and try to promote myself and adapt to the working environment. So I am not over-Qualified.

[View All Answers](#)

Question - 65:

As job is repetitive. How would you encourage yourself to work well regularly?

Ans:

This is your opportunity to tell your potential interviewer what keeps you focused. You may include in your answer :

- * Living a healthy life-style. Eating the right foods and drinking lots of water in the office can have a big impact on your concentration levels.
- * Motivating others and promoting a positive atmosphere in the hotel.
- * Breaking your workload up into daily or hourly targets to ensure that the next small success is never too far away.

[View All Answers](#)

Question - 66:

Tell us what is your typing speed when using word processing software?

Ans:

This question sound general but it's not. Typing Skills are more Important Than Ever! Today interviewers use the term "typing skills" but they're really talking about "keyboarding" skills. Minimum typing speed of 40 words per minute with excellent verbal and written communication skills is required in receptionist job. And speed and accuracy can only come from training your fingers to know the exact location of every key on the keyboard so for this you need to practice it as much as possible. Your interviewer want to know how fast you can type and how organized you are and for answering this question you may say that your typing speed and skills are very good, and constantly improving. Typing come naturally to you, you have always been good at multi tasking. And forget to mention your typing speed which must be between 38-50 WPM(word per minute).



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Question - 67:

Tell me how would you react if something negative happened in an office because of your negligence?

Ans:

If it is something that is clearly my fault, I will apologize, try to make up for the damage caused and proactively look for ways not to let it happen again.

[View All Answers](#)

Question - 68:

Explain me a time when you had to deal with an unhappy hotel guest. How did you handle the situation?

Ans:

When presented with situational interview questions like this one, it's important to create a clear and concise answer that describes the problem you encountered, the steps you took to address it, and the ultimate solution. Stay positive and show that you learned something from the situation whenever possible.

[View All Answers](#)

Question - 69:

Explain what is the recent skill you have learned that can be helpful for help desk position?

Ans:

If you have done anything then you can mention to the interviewer like attending a seminar on mass communication, or any computer course. But it is still ok if you haven't done related to position.

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Question - 70:

Tell me in a situation where caller did not understand what you are explaining, what you would do?

Ans:

First I will repeat the question and try listen to the customer and if the customer is annoyed and is not ready to listen what you are saying, the best thing is to transfer the call to supervisor or another assistant.

[View All Answers](#)

Question - 71:

Tell us how would you rate your problem solving skills?

Ans:

This is a common question asked for help desk jobs, so again it is a personal question, and you can rate yourself on number 1 to 10 / 10.

[View All Answers](#)

Question - 72:

As you know this is a job that requires extensive interaction with people. Can you describe your customer service experience?

Ans:

I've had a great deal of experience working with the general public and delivering customer service. When customers were in need of something, I worked hard to answer their questions, and if I didn't know the answer, I found someone who did. Essentially, I try to make people feel as though they are welcome, and I listen to customers. When someone is not happy, I simply ask them questions to find out how I can help.

[View All Answers](#)

Question - 73:

Tell us what are the three abilities of an ideal help desk person?

Ans:

- * Ability to listen others
- * Ability to present your thoughts clearly
- * To be patient especially in a tense situation

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Question - 74:

Tell me what are your strong points?

Ans:

This receptionist job interview question can help you with polishing some of the qualifications and skills that you have already enlisted inside your interview. You should come up with persuasive answers so that the interviewer is convinced that you can handle the job easily. So when you are answering this question, you have to speak of your friendly nature, your level of confidence, your communication level and patience. You can always add a few strong points and give more evidence regarding your previous experiences and how well you have scored in them. That will make things much easier for you!

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Question - 75:

Please explain in brief about your strengths and skills?



Ans:

Here are some qualities and strengths that you will want to highlight in this section as a receptionist or someone who is working at the front desk office. Employers during this point want to see what you are all about. So make sure to speak about your organizational skills, about maintaining a good and positive attitude. Third, speak about your communication skills, dependability, computer fluency and technology skills. Before you answer this question properly, make sure to touch upon a few topics like professionalism, how good you are at things like multitasking and how customer service oriented are you. These points really matter so don't forget to mention them.

[View All Answers](#)

Question - 76:

Tell me why do you think that people choose our hotel?

Ans:

Interviewers will love to hear good things about their hotel. So share with them the hotel's strong points. Visit the hotel website to know their specialties. After that only you will be able to honestly compliment the most positive things about hotel to impress your interviewer.

[View All Answers](#)

Question - 77:

Explain me what would you do if a guest complaint about your service?

Ans:

Unhappy guest are bad news for any company or hotel, and it only takes one of them to shatter a perfectly good day at work for everyone. Whatever the cause, unhappy customers are still our guests and our hope for future business, and we want them happy again. So you may say that you would :

- * Listen to the customer, and do not interrupt them.
- * Thank the guest for bringing the problem to your attention.
- * Sincerely convey to the guest your apology.
- * Determine what the guest is seeking as a solution.
- * Act on the solution with a sense of urgency. Guest will often respond more positively to your focus on helping them immediately versus than on the solution itself.

[View All Answers](#)

Question - 78:

Explain me how would you measure your performance on this job?

Ans:

Performance appraisal has become a continuous process by which an employee's understanding of a company's goals and his or her progress toward contributing to them are measured. Performance measurement is an ongoing activity for all managers and their subordinates. This is quite straight question, discuss about the key performance indices against which your performance was rated. This also shows your suitability for the position. You may say that the performances can be measure as set of goals that achieve by person in his life. Performances measured by achieving self-satisfaction with our work. So I feel satisfaction is the measure of performance.

[View All Answers](#)

Question - 79:

Explain me what makes a good receptionist?

Ans:

As we already discussed above about some unique qualities which can make a receptionist good. These are:

- * Excellent written and spoken communication skills
- * Patience and tact
- * The ability to use computerised technology effectively
- * Good problem solving skills
- * The ability to stay calm under pressure and look after several things at once
- * Strong customer service skills
- * The ability to adapt to different guests
- * A friendly and professional telephone manner.

You not only need to mention these qualities but also need to learn these qualities so you will be able to prove yourself good and better than others

[View All Answers](#)

Question - 80:

Tell us what do you think are the responsibilities of the receptionist in hotel?

Ans:

Basic research of hotels will help you more for answering this question. Basic responsibilities of hotel you can mention in your answer are :

- * Make guests feel welcome, manage room bookings (also known as reservations)
- * Dealing with bookings by phone, e-mail, letter, fax or face-to-face
- * Completing procedures when guests arrive and leave
- * Dealing with special requests from guests (like booking theatre tickets or storing valuable items)
- * Dealing with complaints or problems
- * Choosing rooms and handing out keys
- * Preparing bills and taking payments
- * Answering questions about what the hotel offers and the surrounding area.
- * Show your full knowledge in short that how much you aware about the working of hotel.

[View All Answers](#)

Question - 81:

Explain me how long will you work for our hotel if hired?



Ans:

When you respond, be sure to frame your answer so that it's positive. Let the interviewer know clearly how much and why working for them is very attractive to you so you may say that you want to stay for a long time as long as your presence is beneficial for your hotel and guests as well as mine.

For example you may say:

* I would like to pursue my career here for as long as I have the opportunity to.

* I would like to remain employed here for as long as my services are needed.

* I like new challenges and a chance to grow. As long I keeping getting these, I don't think I'll need to switch over.

* This hotel has everything I'm looking for. It provides the type of work I love, the employees are all happy, and the environment is great. I plan on staying a long time."

[View All Answers](#)

Question - 82:

Suppose a guest asks you for local restaurant and entertainment suggestions. Where would you recommend if they were a single business traveler, young couple or family with children?

Ans:

Front desk agents and concierges are not the only hotel staff guests turn to for advice. Before any interview, make sure you're familiar with local attractions and think about those that would best appeal to a variety of travelers.

[View All Answers](#)

Question - 83:

Tell us how long will you work for Hotel ABC if you're hired?

Ans:

Turnover is often a major challenge for hospitality employers. They don't want to spend the hotel's time and resources to train you if you don't intend to stay for long. You can reiterate your response to the previous question and assure the hiring manager that you see yourself working for Hotel ABC for a long time. However, if there is a reason you may need to leave in the near future-a cross-country move or going back to school for example-be honest. Accepting a position and then disappointing your employer by moving on too soon could be worse for your career in the long run.

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