

ВОПРОСЫ НА СОБЕСЕДОВАНИИ:

Вопросы общего плана:

1. Good morning/good afternoon, how are you?
2. What position do you apply for?
3. What is your name and surname?
4. How is the weather?
5. Do you like your job?
6. Why do you want to work abroad?
7. What is your salary expectation?
8. Where do you see yourself in 5 years?
9. Describe us your working day?
10. What do you know about our company?

Для официанта:

1. What responsibilities do you have as a waitress/ waiter?
2. What tip's policy do you have in the restaurant?
3. How many tables do you serve?
4. Do you know how to serve the table?
5. What shall you do when the guest comes to the restaurant?
6. What shall you do when the guest come with a child?
7. What to do if the customer has some complaints?
8. Do you know how to work with cash machine?
9. What kind of cuisine do you have in the restaurant?

Для бармена, бариста:

1. Have you got previous experience working as a bartender?
2. What responsibilities do you think bartending involves?
3. Have you completed any bartender training?
4. What's your favorite drink to make?
5. What do you enjoy about bartending?
6. How to prepare Mojito cocktail?
7. A customer sends their drink back. How would you handle it?
8. Describe a time you resolved a problem with an angry customer.
9. What coffee drinks do you know?
10. Do you know how to work with coffee machine?
11. What is your favorite coffee drink?
12. How to prepare latte?
13. What is difference between latte and cappuccino?
14. Did you roast a coffee before?

На Reception:

1. Did you have experience as a receptionist?

2. Do you know such programs as Opera and Fidelio?
3. Are you comfortable working in different shifts?
4. What characterize a good receptionist from your point of view?
5. What languages do you speak?
6. If a guest accused you of a bad service, what would you do?
7. When are you able to start?

Hostess

1. Could you please tell some information about yourself?
2. Can you tell me about your responsibilities at your last job?
3. Why did you leave your previous job?
4. What reservation programs do you know?
5. What will you do if all tables are busy?
6. Tell us about difficult situation during your work as a hostess?
7. Why do you want to work in our company?
8. Why we should choose you?

Sales Lady

1. What made you decide to work in sales?
2. As a sales lady, what duties have you been responsible for?
3. What skills do you possess that make you an excellent worker?
4. Tell us about difficult situation during your work with customers?
5. Let's imagine: I'm a customer and you must sell me this pen.
6. What makes you a good sales person?
7. Why are you the best person for the job?