

Suggested Interview Questions

Here are some suggested interview questions. An important thing to remember is that all the applicants you select to interview must be asked the same questions.

- Tell me a little bit about yourself.
- What do you feel are your strengths? What are some areas you would like to strengthen?
- How would someone who knows you well describe you?
- Based on your class schedule and other commitments, how many hours do you have to give per week to a job?
- Of your previous jobs, what did you like most? The least?
- How do you define customer service?
- With what kind of supervisor do you work the best?
- What is responsibility? Give an example where you demonstrated responsibility.
- Describe the hardest problem you have ever solved and the process you went through to solve it.
- How do you define professionalism?
- We service many different students. With what type of student will it be the most difficult for you to interact?
- How do you let people know you are upset with them?

TO DETERMINE TACTFULNESS, ASK:

"Think of a problem situation you had to deal with in your last job. Tell me exactly what happened and how you handled it."

TO DETERMINE MOTIVATION, ASK:

"Tell me about a goal you have set and how you accomplished it."

TO EXPLORE DECISION-MAKING STYLE, ASK:

"Give me an example of a really difficult decision you had to make. What was the process you went through to make the decision?"

TO DETERMINE CREATIVITY, ASK:

"Give me an example of a project that you developed on your own. How did you go about developing the idea and the project?"