

Practice Questions for Mock Interview (for DHM/ADHM/DGCA)

For Room Attendant

1. Tell me about yourself
2. Why have you chosen housekeeping?
3. How would you handle a client who was angry or upset about something?
4. How comfortable are you with chemical safety procedures?
5. How energetic a person would you say you are? Out of 10

For F&B service Attendant

1. Tell me about yourself
2. What do you know about our main competitors?
3. Recall a time you handled a customer complaint. What was the situation and outcome?
4. How do you stay organized while taking orders?
5. How would you rate your up selling skills?
6. How would you handle getting a bad tip?

For Guest service Executive (GSA)

1. Tell me about yourself
2. Why do you want to work for this hotel?
3. What does good guest service mean to you?
4. Describe a time when you had to deal with an unhappy hotel guest. How did you handle the situation?
5. 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?

For Commis/Apprentice

1. Tell me about yourself
2. Are you a team player?
3. Is there a chef you admire the most? Who and why?
4. What is your favourite food to eat?
5. What is your favourite cuisine to cook?
6. Tell me about pairing wine and food.

Interview Skills

Compiled by : LCCI Global Qualifications