





5. Have you ever made a mistake when working with a guest/client/customer? Tell me how you handled the situation.

6. How do you handle conflict situations. Give me an example of a previous conflict situation and how you managed it.

7. Give me an example of an unpopular decision you made and how you handled implementing the decision.

8. Give me an example of how you prioritised customer needs to ensure excellent service to all your customers.



---

9. Have you ever dealt with company policy you weren't in agreement with? How did you / would you handle it?

10. Have you had to convince a team to work on a project/task they weren't thrilled about? How did you do it?

11. What would you do if you realise that a guest that has checked into the hotel provided faulty / false credit card details?

12. What do you do if you disagree with a co-worker and how does this differ from what you do when you disagree with your boss?



---

13. What value do you believe you can add as a trainee / employee at our establishment?

14. Where do you see yourself in 5 / 10 years?

15. Do you have any questions?

- *Intern expectations*
- *Opportunities to work supervisory / management shifts*
- *COVID policies*