

# INTERVIEW GUIDE

## HOST



### CANDIDATE HAS ALREADY...

completed an application     passed the SEAA     been invited to a second interview

**NAME**

**DATE**

**POSITION**

### ROUND 1 QUESTIONS

What makes you the best candidate for this position?

What's the difference between service and hospitality?

Are you comfortable on the phone answering questions and interacting with different personalities?

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## ROUND 1 DEMONSTRATION

Answering the Phone. *Conduct a mock phone call. Use a secluded space and don't allow eye contact. Ask challenging questions. Be real. The candidate may make up the answers - you're not judging the information, you're judging their communication skills.*

**SO FAR SO GOOD? MOVE ON. IF NOT, POLITELY DECLINE.**

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## ROUND 2 QUESTIONS

If you overhear a guest in a server's section with a complaint or issue, what do you do?

Describe a situation at work when you went above and beyond.

What challenges do you see when seating this dining room?

Do you have any experience with Open Table or Seat me? If yes, what's your favorite part?

## ROUND 2 DEMONSTRATION

Scenario: It's a busy shift, every table is full, and there's a 20 minute wait. *Ask the host to greet you and role play with you as a difficult guest. Demand a table, try to slip them some money or offer to buy them a drink, make a bit of a scene. Have fun. See how they react.*

**HIRE OR POLITELY DECLINE WITHIN 24 HOURS.**

