

Waiter Job Interview 20 Questions and Answers

1. What made you want to become a waiter?

I have always enjoyed working in the service industry and interacting with people. Being a waiter allows me to combine my passion for customer service with my love of food and hospitality.

2. How would you describe your personal style of service?

I believe in providing personalised and attentive service to my customers. I strive to ensure that their experience is enjoyable and that their needs are met promptly and efficiently.

3. What do you consider to be the most essential qualities of a good waiter?

A good server should be friendly, attentive, and efficient. They should also be able to anticipate their customers' needs and handle any requests or issues that may arise professionally and courteously.

4. How do you handle demanding customers?

It is vital to remain calm and professional in all situations, even when dealing with demanding customers. I would understand their concerns and address them in a way that is satisfactory to both the customer and the restaurant.

5. How do you handle a situation where a customer is unhappy with their meal?

I would first apologise for any inconvenience and ask the customer to describe their concerns. If the issue can be resolved by making a simple adjustment to the dish, I would offer to do so. If the issue cannot be resolved, I offer the customer a complimentary dessert or drink as a gesture of goodwill.

6. How do you handle a situation where a customer is allergic to a specific ingredient in a dish?

I would immediately inform the kitchen staff of the allergy and ask them to prepare a separate, allergen-free dish for the customer. I also ensure that the customer is aware of potential cross-contamination risks and make necessary recommendations to minimise those risks.

7. How do you handle a situation where a customer is dissatisfied with the service?

I would apologise for any inconvenience and ask the customer to describe their concerns. I would then do my best to address those concerns and resolve the issue to the best of my ability. If necessary, I would consult with a manager or supervisor for assistance.

8. How do you handle a situation where a customer leaves a small tip?

I would thank the customer for their business and try to understand if there was any issue with the service or the meal that may have contributed to the small tip. If there were a specific issue, I would resolve it and ensure that the customer has a better experience in the future. If there were no specific issues, I would accept the tip and continue to provide the best service possible.

9. How do you handle a situation where a customer becomes aggressive or disruptive?

I would try to remain calm and professional in the face of aggression or disruption. I would try to de-escalate the situation by speaking in a calm and measured tone and by focusing on finding a solution to the issue at hand. I will consult a manager or supervisor for assistance if the behaviour continues.

10. How do you handle a situation where you are unable to fulfil a customer's request?

I apologise for any inconvenience and explain the situation to the customer as clearly and concisely as possible. If an alternative option is available, I will offer it to the customer. If there is no alternative, I will do my best to find a satisfactory solution for both the customer and the restaurant.

11. Give reasons why you want to be a waiter?

I have always enjoyed working in the service industry and have a strong passion for food and hospitality. I believe that being a waiter is a great opportunity to work with and serve people and learn more about different types of food and cooking techniques. I am excited to have the opportunity to learn and grow as a professional in this field.

12. Tell me about your previous experience in customer service

I have worked in customer service for the past five years, including three years in a restaurant setting. In my previous roles, I have consistently received positive feedback from customers and supervisors for my ability to provide excellent service and handle difficult situations with grace. I am confident in providing top-notch service to every customer.

13. How do you handle difficult or unhappy customers?

Every customer should be treated with respect and kindness, regardless of their behaviour. If a customer is unhappy, I prioritise listening to their concerns and resolving them to the best of my ability. If I cannot resolve the issue, I will escalate the situation to a manager or supervisor for further assistance. I always try to remain calm and professional in these situations.

14. How would you handle a situation where a customer complains about the food or service?

I would apologise to the customer for their negative experience and try to resolve the issue to the best of my ability. This might involve offering to remake their dish or comping a portion of their meal. If the issue cannot be resolved to the customer's satisfaction, I would escalate the situation to a manager or supervisor for further assistance.

15. How do you handle a situation where you are unable to fulfil a customer's request?

I would apologise to the customer for any inconvenience and explain the situation as clearly and concisely as possible. If the request cannot be fulfilled, I would offer alternative options or suggest a similar item that is available. I would try to find a solution that meets the customer's needs and exceeds their expectations.

16. How do you handle multiple tasks or requests at the same time?

I am highly organised and efficient and can handle multiple tasks or requests simultaneously without becoming overwhelmed. I prioritise tasks based on their level of importance and use time management techniques to ensure that everything is completed on time. I communicate clearly with my team members and delegate tasks as needed to ensure everything runs smoothly.

17. How do you handle a mistake or error that you have made?

I believe in taking responsibility for my actions and always strive to do my best work. If I make a mistake or error, I will apologise to the customer and do everything I can to correct the issue and make things right. I will also take the opportunity to learn from the mistake and ensure that it does not happen again.

18. How do you handle a situation where a customer requests something that is not on the menu?

I would explain to the customer that the requested item is not available on the menu and offer alternative options or suggest an available similar item. If the customer is still unhappy, I will escalate the situation to a manager or supervisor for further assistance.

19. What motivated you to apply for this waiter position?

I have always been interested in the restaurant industry and enjoy working in a fast-paced, customer-facing role. My attention to detail and friendly personality make me an excellent fit for this position.

20. Tell me about a time when you provided excellent customer service

One time, I was working at a café, and a customer spilled their drink all over their lap. I quickly grabbed some napkins and helped the customer clean up, and then offered them a complimentary drink on the house. The customer was very grateful and thanked me for my helpfulness.