Cruise ship interview questions and answers

1. Say why you want to work on a ship

Why do you want to work on a ship?	I want to see new places and meet people from many countries. I like serving guests, and I want to learn from a big team.
Which job on board are you applying for?	I'm applying to be a waiter. I worked in a restaurant for two years, and I like making guests feel welcome.
Do you have experience serving guests?	Yes. I worked in a hotel restaurant on weekends. I served breakfast, and I learned names fast.

2. Say how you feel about a long contract and a shared cabin

Contracts are long, and you are far from home. How do you feel about that?	I will miss my family, but I talked with them about it, and they support me. I can call home on my days off.
You will share a small cabin with a coworker. Is that okay?	Yes. I grew up with two brothers, so I'm used to sharing a room. I keep my things tidy and I'm quiet at night.
The days are long, and you work most days. Can you do that?	Yes. I'm used to long days in a busy restaurant. When I'm tired, I still smile at the guests.

3. Say what you do when a guest complains

A guest says his dinner is cold. What do you say?	I'm so sorry about that, sir. Let me take it back and bring you a hot one right away.
Guests come from many countries. How do you speak with them?	I speak slowly and use simple words. I smile, and I point to the menu when I need to.
What do you do when you can't fix a guest's problem?	I listen first and say sorry. Then I ask my supervisor, and I go back to tell the guest what happens next.

4. Welcome her on board as a guest

I'm a guest, and I just came up the gangway. Welcome me on board.	Welcome on board, ma'am! I'm happy to see you. If you have any questions, please ask me.
The guest says, it's my first cruise. What do you say?	How exciting! I hope you love it. Let me show you where the restaurant is.

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