Hotel receptionist interview questions and answers

1. Say why you want to work at a hotel front desk

Why do you want to work at a hotel?	I like meeting people from different countries, and I like a busy place. A hotel is a good place to learn a lot.
Do you have any experience with guests?	I worked in a café for two years. I talked to customers all day, and I stayed calm when it was busy.
What languages do you speak?	I speak Spanish and English, and a little French. I can help guests in Spanish.

2. Say if you can work nights

Can you work nights?	Yes, I can. I worked late shifts before, and I'm used to being awake at night.
How do you feel about shifts that change every week?	That's fine with me. If I know the schedule a week early, I can plan my life around it.
Can you work on holidays?	Yes. Hotels are busy on holidays, so I understand. I just need to know the days early.

3. Say what you do when the phone rings and a guest is in front of you

The phone is ringing and a guest is standing at the desk. What do you do?	I look at the guest and say, one moment, please. Then I answer the phone, ask the caller to hold, and go back to the guest.
It's an overbooked night, and a guest has a reservation but we have no room. What do you say?	I say sorry first, and I explain. Then I call my manager and ask about another hotel nearby, so the guest has a bed tonight.
How do you work with a coworker you don't get along with?	I stay polite and I talk to the person. At the desk the guest comes first, so we work together.

4. Tell a tired guest that his room is not ready

A guest arrives at nine in the morning, tired, and the room is not ready. What do you say?	I'm so sorry, Mr. Evans. Your room isn't ready yet. I can keep your bags, and there's coffee in the lobby.
The guest is angry and says, this is not okay. What now?	I listen first, and I say, you're right, I'm sorry. Then I tell him what I can do now, or I ask my manager.

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