

**WESTGATE RESORTS**  
Hiring Leader Interviewing Toolkit



**Front Desk**

Role Specific Interview Guide

## Front Desk Role Specific Interview Guide

This guide contains questions designed to help identify if a candidate has the skills and knowledge needed to succeed in a guest centered role. Candidates will be asked questions that ask them to tell you what they would do in various situations they might encounter if they worked a Front Desk position.

You are asked to decide if the candidate's answers demonstrate strong customer service skills that align with our motto, mission statement and Service from the Heart principles. These questions should be asked in addition to the questions contained in the Hourly Interviewing Guide.

To prepare this role specific guide, we interviewed several Westgate Front Desk and Front Office managers to learn strategies for selecting and hiring high quality team members. Some of the feedback they shared:

- Interview in a conversational way to gain more insight into the candidate's personality  
Tell the candidate: "we're going to talk like we're having coffee with a friend"
- Adapt your interview to their personality
- Be genuine and honest about the expectations of the role  
Full time, 24/7/365 operation where there are night, weekend, and holidays shifts
- Seek people who are outgoing, upbeat, and who have a positive attitude
- Successful hires are patient, empathetic, and are willing to do everything for the guest
- Good problem-solving abilities
- Candidates demonstrating eagerness to grow and try new things usually perform well in the role

Some red flags to consider:

- Body language mismatch
- Overconfidence
- Extremely quiet
- Tardiness
- Sloppy appearance
- The candidate only gives canned answers

Occasionally, you may interview a candidate who isn't a good fit for a front desk role, but they have potential for another position at your resort. When this happens, ask the candidate if they would like to interview for other positions at Westgate. If they say yes, refer the candidate to other managers or your resorts management team.

**Instructions**

Before interviewing any candidates, select scenario A or B along with two or three questions from the list below to ask **all** interviewees.

As with the Hourly Interviewing Guide, ask probing questions if you don't have enough information to rate the answer. For the chosen scenario, you should note enough of the key elements from the answer provided to rate the candidate's response.

Rate responses to the questions selected from the list on a scale from 1 to 5.

**Scenario A**

It's a busy Friday night at the front desk, with every room booked for the entire weekend. It's now 10:30 and a guest comes up to your counter to check in with their spouse and 4 children. They are booked in a studio room, which can only be occupied by 4 people.

You inform the guest the room only sleeps 4. They reply, 'that's okay, the kids are using an air mattress.' There are no available rooms that accommodate 6 people. What will you do?

**Scenario B**

At your pre-shift team meeting this morning, your manager on duty shared the news that a blizzard may close airports in the New York City metro area later today. Many of the guests currently staying with us are from that area.

Around 9:00 am, you are assisting a guest who is checking out. As you ask the guest about her stay, you learn she and her family are flying back to New York City. Based on this conversation, you believe she hasn't heard any news reports about possible airports closings. What will you do?

**Notes**


Guest Servicing Questions		Rating				
	What do you consider to be the most important skill(s) to have when working at our front desk?	1	2	3	4	5
	Our mission statement is "Love what we do, love who we do it with, love who we do it for." Describe what you love about your current (or previous) job.	1	2	3	4	5
	When working with guests, our goal is to do whatever it takes to give their experience a positive one. You are helping a guest and you find the activity they want to book for today is sold out. What would you say and/or do to communicate this news? Speak to me as if I am the guest.	1	2	3	4	5
	A guest comes to the front desk to ask for recommendations for a good restaurant nearby You recently moved to this area and don't know about any local restaurants yet. What do you do?	1	2	3	4	5
	Share with me what you find most frustrating at your current (or previous job). What would you do to improve, change, or eliminate the frustration?	1	2	3	4	5
	Tell me about a time when you had to deal with an upset customer or client. What did you do and how did you resolve their issue?	1	2	3	4	5
	A guest comes to the front desk to complain there's a charge on their bill that they didn't make. How do you handle this?	1	2	3	4	5
	What would you do if your manager assigns you a task that you never learned how to do?	1	2	3	4	5
	What do you consider to be your strongest customer service skill? Give me an example of when you used this skill.	1	2	3	4	5
	Tell me about a time when you went above and beyond to help a customer	1	2	3	4	5