

WESTGATE RESORTS
Hiring Leader Interviewing Toolkit



Server

Role Specific Interview Guide

Server 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 about what they would do in various situations one might encounter while working a server 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 Food and Beverage 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"
- Be genuine and honest about the expectations of the role
- 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

Occasionally, you may interview a candidate who isn't a good fit as a server, 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

You have a tray with food ready to go out for a table of four, but you notice one of the steaks is overcooked. What do you do?

Scenario B

What would you do if you saw a table in someone else’s section who hadn’t been greeted for an extended period?

Notes

Guest Servicing Questions		Rating				
What does the word hospitality mean to you?	1	2	3	4	5	
What do you believe is necessary to create a hospitable, enjoyable experience for your guests?	1	2	3	4	5	
What is the easiest part of being a server? What is the most difficult?	1	2	3	4	5	
How many customers or tables are you comfortable serving at one time?	1	2	3	4	5	
How would you defuse a situation with an unhappy customer?	1	2	3	4	5	
What are your favorite interactions with a guest?	1	2	3	4	5	
What would you do if you saw a co-worker being rude to a customer?	1	2	3	4	5	
Do you have a workable knowledge of wine?	1	2	3	4	5	
How would you handle a bad tip?	1	2	3	4	5	
What does ‘being a team player’ mean to you?	1	2	3	4	5	
What do you do if your table is at a 40-minute ticket time for their entree?	1	2	3	4	5	
Serving at Westgate is more than providing our guests a meal, it’s taking them on a journey, providing an experience. How do you fit into that journey?	1	2	3	4	5	
How do you learn the details of the menu?	1	2	3	4	5	
How do you accommodate special dietary needs?	1	2	3	4	5	