

INTERVIEW QUESTIONNAIRE FOR CASINO HOST

Name:

Date:

People Person?	
Why do you like working with people?	
What is the hardest part of dealing with customers?	
Who was your favorite customer and why?	
Who was your worst customer and why?	
Positive Attitude? Is their glass half-empty or always half-full? Do they fix problems or run to management?	
Tell me about a difficult situation with a customer and how it was resolved?	
Tell me about a difficult situation with a co-worker and how it was resolved?	
Tell me why you are leaving your current job?	
Willingness to Learn?	
You say that you use the computer; how did you learn to do that?	
What policies/procedures/techniques do you need to know in your current job? How do you keep abreast of changes?	
Let's say that I ask you to do something you've never done before. Like arrange a boxing match in the middle of the Casino. What you do?	
Go-Getter?	
How did you prepare for this interview?	
How do you plan and manage your day?	
You are on your way to an important meeting, and an unhappy customer grabs hold of you. What would you do?	
Sense for Confidentiality?	
Mary calls and asks if her husband is playing BlackJack. What would you do?	
You are near the Table Games and another Host walks up, points at a guest, and starts to whisper about them. What would you do?	
Imagination and passion?	
What would make your current job so exciting that you would not leave it?	
Appearance and Personality?	
Appropriate clothes and grooming?	
Appropriate personality, body language, and verbal language?	
Appropriate background experience?	
Overall Impression?	