



# *Interview* Guide

An authentic, creative hospitality recruiting firm that is able to find alternative ways to succeed, discarding broken paths and quickly seeing the blueprints to build an organization's talent brand by applying storytelling concepts and resourcefulness.

**MANAGING  
DIRECTOR**  
**Statement**



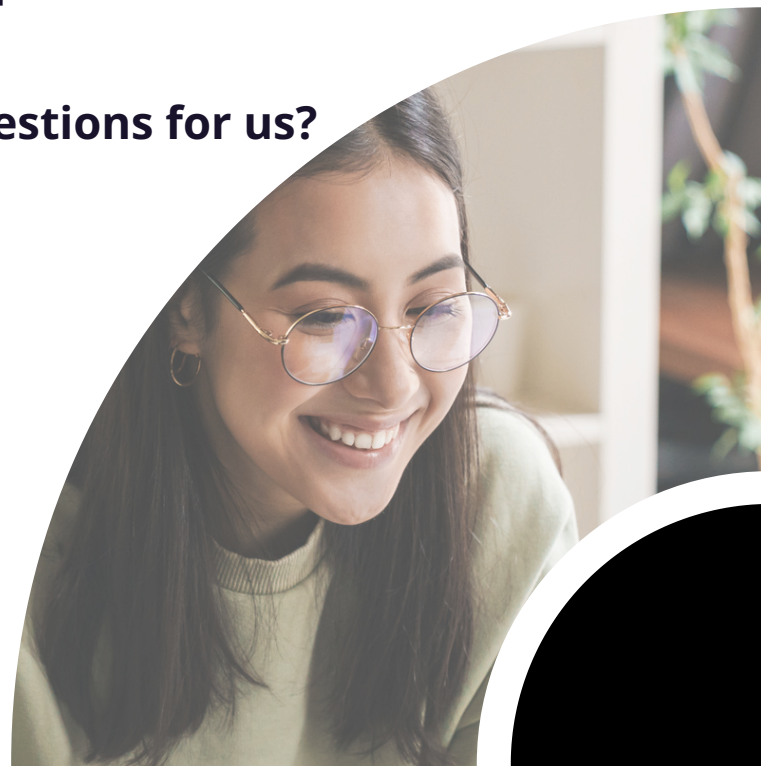
*We have always loved helping people. So to provide a guide for candidates who may be looking for guidance was extremely important to us. We hope you enjoy it and it can help with even one question.*

**John Carpenter**  
*Managing Director and Executive Recruiter*



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## Tell me about yourself.

- Keep it professional and relevant to the job you're applying for.
- Highlight your background, experiences, skills, and achievements related to the position.
- Emphasize what makes you a great fit for the role and the company's culture.

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### Example

"I'm an experienced leader with a strong background in operations. Over the past 5 years, I've successfully led cross-functional teams in delivering great service. I'm passionate about solving complex problems and thrive in fast-paced, collaborative environments. I'm excited about the opportunity to bring my skills to your team and contribute to your company's continued success."

"In my previous role, our company underwent a major restructuring that resulted in a complete shift in our management processes and team composition. Initially, it was challenging for everyone. However, I quickly adapted by proactively seeking training and resources to master the new processes. I also worked closely with my team to ensure they felt supported during this transition. This adaptability allowed us to not only meet but exceed our project goals in the midst of this change."



# What are your strengths?

- Focus on strengths that are directly related to the job requirements.
- Provide specific examples to support your claims.
- Mention soft skills like adaptability, teamwork, problem-solving, etc., as they are valuable in any role.

## Example

*"One of my key strengths is my ability to communicate effectively, both with team members and stakeholders. This skill has been invaluable in ensuring everyone is on the same page and projects run smoothly. Additionally, I'm highly organized, which helps me manage multiple tasks and meet deadlines efficiently."*

*"One of my core strengths is my ability to adapt quickly to new situations and challenges. Throughout my career, I've often found myself in dynamic and fast-paced environments, and I thrive under these conditions. I'm comfortable with change and am quick to learn and apply new skills. This adaptability has allowed me to excel in roles that require flexibility and a capacity to solve problems on the go. I'm not only unafraid of change but also embrace it as an opportunity for personal and professional growth. This strength has enabled me to take on diverse projects and handle them with ease, making me a valuable asset in dynamic work environments."*





# What is your greatest weakness?

- *Choose a minor weakness that you are actively working to improve.*
- *Show how you are addressing this weakness through self-improvement or seeking training.*

## Example

"I've found that I sometimes get too involved in the details of a project, which can cause me to lose sight of the big picture. To address this, I've been working on delegating tasks more effectively to my team members, which not only helps me focus on the strategic aspects but also empowers my team to grow."

"One area I've been actively working on is my tendency to be overly critical of my own work. While striving for perfection can be a valuable quality in certain situations, I've found that it can sometimes lead to a longer than necessary decision-making process or a reluctance to delegate tasks to others. To address this, I've been focusing on recognizing when a task doesn't require an excessive level of detail and perfection and on trusting my team members to deliver high-quality work. I've also been practicing time management techniques to ensure that I allocate the appropriate amount of time to each task based on its importance. This has not only made me more efficient but has also improved my ability to collaborate effectively with my team."

# Why do you want to work for our company?



- Research the company beforehand and mention specific aspects that appeal to you (e.g., culture, products, reputation).
- Express enthusiasm about contributing to the company's success and aligning with its values.

## Example

*"I'm impressed with your company's commitment to innovation and the positive impact you've had on your industry. Your recent achievements, such as [mention a recent accomplishment or news], showcase the dynamic and forward-thinking culture here. I believe my skills and experience align perfectly with the company's values and goals, and I'm excited about the opportunity to contribute to your ongoing success."*

*"I'm enthusiastic about the prospect of working for your company for several reasons. Firstly, I'm drawn to your strong commitment to sustainability and environmental responsibility, which aligns with my personal values. Your initiatives in reducing your carbon footprint and promoting eco-friendly practices are truly commendable.*

*Secondly, I've had the chance to interact with some of your current and former employees and have consistently heard about the supportive and collaborative work environment. I believe a workplace culture that values its team members' growth and well-being is crucial for both personal satisfaction and professional development.*

*Lastly, your reputation for innovation and cutting-edge solutions, especially in the field of [mention the relevant field or industry], is something that excites me. I'm eager to work in an environment where I can contribute my skills and knowledge while continuously learning and staying at the forefront of the industry.*

*In summary, I see your company as a place where I can not only make a meaningful impact but also grow as a professional while working alongside like-minded individuals who are passionate about both their work and the broader community and environment."*

# Can you describe a challenging situation you faced at work and how you handled it?

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- *Choose a relevant work-related challenge.*
- *Explain the steps you took to address the situation, your problem-solving approach, and the positive outcome.*

## Example

"In my previous role, we had a major client who was dissatisfied with our event's progress. I initiated a meeting with the client to fully understand their concerns. I worked closely with my team to address the issues and implemented a new plan. Through improved communication and teamwork, we not only met the client's expectations but exceeded them, resulting in a long-term, satisfied client."

"In my previous role in customer service, I faced a challenging situation when a valuable customer's room was delayed due to a staffing issue. To resolve this, I:

1. Listened empathetically to the customer's frustrations.
2. Identified the issue's root cause and communicated it transparently.
3. Expedited the cleaning of the room
4. Maintained constant communication and provided regular updates.
5. Offered a goodwill gesture to express our commitment to customer satisfaction.

The outcome was a satisfied customer who not only continued their business but also referred new customers. This experience highlighted the importance of effective communication, quick problem-solving, and a customer-centric approach."



# Where do you see yourself in five years?

- Demonstrate ambition and a desire for growth within the company.
- Align your long-term goals with the company's objectives to show commitment.

## Example

***"In five years, I see myself in a leadership role within the company, possibly as a department head. I'm committed to continuous learning and growth, and I believe that my skills and dedication will enable me to make significant contributions to the company's strategic goals while also growing professionally."***

***"In the next five years, I envision myself taking on a more strategic role within the organization. I'm excited about the opportunity to further contribute to the company's success by leveraging my leadership and management skills. I aspire to be involved in shaping the company's long-term vision, leading high-performing teams, and influencing key decisions that drive growth and innovation."***

***I also see myself continuously learning and adapting to the ever-evolving business landscape. As a manager, I plan to stay current with industry trends and emerging technologies, which will be vital in maintaining the company's competitive edge."***

***In addition, I look forward to mentoring and developing the next generation of leaders within the team, helping them grow both professionally and personally. Ultimately, my goal is to leave a lasting, positive impact on the organization, contributing to its continued success and growth."***

***This answer showcases ambition, a commitment to professional growth, and a desire to make a significant contribution to the company's long-term objectives. It also highlights the candidate's interest in mentorship and leadership development."***



# How do you handle pressure and deadlines?



- Talk about your time management skills and ability to prioritize tasks.
- Mention any specific strategies you use to stay focused and calm under pressure.

## Example

***"I thrive under pressure. I've developed strong time management skills, and I prioritize tasks based on their importance and deadlines. I also maintain open communication with my team, ensuring we're all aligned and can support each other when needed. This approach has consistently allowed me to meet or exceed project deadlines."***

***"As a leader, I handle pressure and tight deadlines through clear prioritization, open communication, and maintaining a positive attitude. I encourage my team to break tasks into manageable steps and set achievable milestones. By leading by example, I inspire my team to tackle challenges head-on, fostering a supportive environment for success."***



## Do you have any questions for us?

- *Always have questions prepared to ask the interviewer to show your interest in the company.*
- *Inquire about company culture, team dynamics, growth opportunities, or any recent news related to the organization.*

### Example

"Yes, I do. I'm interested in the team dynamics within the department. Can you describe the typical collaboration and communication processes among team members? Additionally, what opportunities for professional development does the company offer to its employees?"

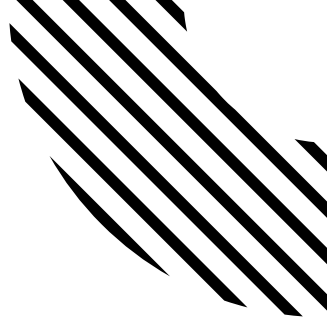
"I have a couple of questions that will help me gain a better understanding of the team and the organization.

Firstly, I'd like to know more about the company's expectations for this role in the short term and long term. What are the key performance indicators that are associated with success in this leadership position?

Secondly, could you provide insights into the company's approach to innovation and how it encourages creative problem-solving within the teams?

Lastly, I'm curious about the biggest challenges and opportunities the team has faced in the past year. Understanding the team's recent experiences will help me identify how I can contribute effectively and hit the ground running."

This response demonstrates the leader's interest in success criteria, innovation, and the team's recent history, which are all vital for making informed decisions in a leadership role.



***Good Luck!***



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