Tour Operator Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. What factors do you consider when planning tour itineraries? Share an experience.
3. What is the key to success when communicating with the public.
4. Tell me how you organize, plan, and prioritize your work.
5. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
6. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
7. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
8. Provide an experience in which you resolved a difficult problem with an itinerary, service, or accommodation.
9. Describe your experience selling travel packages.
10. Share an experience in which you effectively arranged for tour details, e.g. accommodations or medical personnel.