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.
11. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
13. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

14. Provide a time when you dealt calmly and effectively with a high-stress situation.
15. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
16. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)
17. Provide an example of when you were persistent in the face of obstacles.
18. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
19. Please share an experience in which you presented to a group. What was the situation and how did it go?
20. Name a time when your patience was tested. How did you keep your emotions in check?
21. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
22. What factors do you consider when evaluating services received on tours?
23. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
24. Provide an example when your ethics were tested.
25. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
26. Give me an example of when you thought outside of the box. How did it help your employer?
27. Name a time when your creativity or alternative thinking solved a problem in your workplace.

28. Share an experience in which your willingness to lead or offer an opinion helped your company.
29. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
30. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.