

Costa Coffee Interview Questions And Answers Guide.



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Costa Coffee Job Interview Preparation Guide.

Question # 1

If you could do it all over again, how would you plan your academic studies differently?

Answer:-

Whatever you do, just don't act bitter. A lot of times we wish we could change the past, but focus on the positive reasons and results of the decisions you already made.

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Question # 2

Give me an example of a time when you set a goal and were able to meet or achieve it?

Answer:-

Show that you set great goals and the process and steps you took to achieve it. Details really matter here.

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Question # 3

Tell me about a time when you had to use your presentation skills to influence someone's opinion In Costa Coffee?

Answer:-

Example stories could be a class project, an internal meeting presentation, or a customer facing presentation.

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Question # 4

What five words would be describe you as Costa Coffee?

Answer:-

The hiring manager requests this of you because she wants to know more about your individual personality. This list can reveal a lot to her about who you are and how you might fit into the workplace. Your answer also gives the manager an indication of your self-perception, which is a good indicator of the type of employee you will be.

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Question # 5

Tell us about a suggestion you have made that has benefited an organization you've worked for?

Answer:-

This is another opportunity to show the interviewer what you're capable of so make sure to be prepared for this type of question. Have an example ready and make sure its an example of a suggestion you've made that was accepted and that have positive influence. If you can come up with an example that relates to the position you're applying for that would be even better.

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Question # 6

Do you have any blind spots?

Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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Question # 7

How do you believe you would benefit our organization?

Answer:-



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This is a great question that provides you the opportunity to put your best foot forward, to tell the interviewer why he or she should consider hiring you for the job. Make sure you're well prepared for this question as you won't likely get a second chance to really shine.

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Question # 8

What would you do if you won the lottery?

Answer:-

The interviewer is asking this question to find out what your true passion is. Ideally it aligns to the type of work you're interviewing for. If not, tie it back in terms of how it relates to the job, for example, "I believe I'll learn the necessary skills in this job to pursue my passion later on in life."

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Question # 9

Do you ever take work home with you?

Answer:-

Here are two great sample answers that might help get you started:

* I am an extremely organized person, so I tend to be able to get my work done at work. However, if the need arose I would not be against taking work home. I try not to make it a habit, since I do value my free time. I do realize though that the work we do is important, and sometimes you have to do what needs to be done.

* I do not shy away from taking work home with me. I know that meeting deadlines and doing outstanding work sometimes means taking a bit of it home. I do not have a problem doing that when the need arises.

* Make sure to give an honest answer. Lying about taking work home may turn out badly for you if it is required and you do not do it.

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Question # 10

What is your philosophy towards work?

Answer:-

This is typically a straightforward question that merits a straightforward answer. Do you have strong work ethic? Will you do whatever it takes to make sure the job gets done? Just say so in your response. Keep it short, direct and positive.

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Question # 11

How do you handle confidentiality in your work?

Answer:-

Often, interviewers will ask questions to find out the level of technical knowledge in Costa Coffee that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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Question # 12

Why are you interested in working in Costa Coffee for [insert company name here]?

Answer:-

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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Question # 13

What do you see yourself doing within the first 30 days of this job?

Answer:-

Typically the first 30 days are designed for you to learn as much as possible in Costa Coffee. Work hard to get to know your teammates, how they work together, and how you can make the biggest impact.

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Question # 14

How long do you want to work for us if we hire you?

Answer:-

Here being specific is probably not the best approach. You may consider responding, "I hope a very long time." Or "As long as we're both happy with my performance."

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Question # 15

How did you become interested in this field/industry?

Answer:-

Describe how you've come to develop a passion or interest in this industry and use variables like "culture, people, vision, career development, and the work itself" to define your choice



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Question # 16

What is your dream job?

Answer:-

There is almost no good answer to this question, so don't be specific. If you tell the interviewer that the job you're applying for with his/her company is the perfect job you may lose credibility if you don't sound believable (which you probably won't if you're not telling the truth.) If you give the interviewer some other job the interviewer may get concerned that you'll get dissatisfied with the position if you're hired. Again, don't be specific. A good response could be, "A job where my work ethic and abilities are recognized and I can make a meaningful difference to the organization."

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Question # 17

How do you adapt to new working environments In Costa Coffee?

Answer:-

It's important that you demonstrate that you can adapt to changing environments quickly. You want to stress that you can manage change. The one thing in life that is constant after all, is change.

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Question # 18

Tell me about a time when you helped resolve a dispute between others?

Answer:-

Be sure to discuss a very specific example. Tell the interviewer what methods you used to solve the problem without focusing on the details of the problem.

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Question # 19

Are you willing to work in shifts?

Answer:-

If the job calls for shifts that vary, be ready to do that for your work. If you aren't open to that, then explain why and see if they can adjust it for you.

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Question # 20

Tell me about a time when you had to make a decision without all the information you needed. How did you handle it In Costa Coffee? Why? Were you happy with the outcome?

Answer:-

In many scenarios, you will not have all the information needed. The key is to make the best possible decision based on what you deem to be a sufficient amount of information.

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Question # 21

Why do you think you'll do well at this job?

Answer:-

Provide several reasons including skills, experience and interest. If you can show how you've been successful in a similar career field or job position that will go along way to helping the interviewer believe you'll also be successful at this new job.

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Question # 22

Are you willing to work overtime or odd hours?

Answer:-

Be completely honest. You don't want to lie to get the job if you're not going to work the hours required.

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Question # 23

Tell me a difficult situation you have overcome in the workplace?

Answer:-

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers In Costa Coffee. Answering this question right can help you demonstrate all of these traits.

* Use real-life examples from your previous roles that you are comfortable explaining

* Choose an example that demonstrates the role you played in resolving the situation clearly

* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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Question # 24

What's your management style?

**Answer:-**

The best managers are strong but flexible, and that's exactly what you want to show off in your answer. (Think something like, "While every situation and every team member requires a bit of a different strategy, I tend to approach my employee relationships as a coach...") Then, share a couple of your best managerial moments, like when you grew your team from five to 15 or coached an underperforming employee to become the company's top employee.

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Question # 25

What type of extracurricular activities are you a part of?

Answer:-

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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Question # 26

What does your professional network look like?

Answer:-

If you have a professional network, discuss it detail (# of contacts, people you know, their positions and what you've learned from them or how you've worked with them). If you don't have one, discuss how you would develop one (career fairs, networking events for that industry, through your existing friends, etc)

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Question # 27

What is your biggest fear?

Answer:-

Don't try to sugarcoat the answer by listing something ambitious as a fear, unless you truly mean it (for example: I fear being a great leader) - Share your real fears but discuss how you would overcome them.

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Question # 28

What's been your biggest success to date?

Answer:-

Talk about a story / experience about how you achieved success and be sure to share details on the results and outcome. Have it highlight a strong characteristic such as leadership, work ethic and so forth.

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Question # 29

What are you passionate about?

Answer:-

Ask yourself - what are your core passions that you wake up excited to act on each and every day? Ask yourself what makes you happy or drives you - is it helping others? Is it making money? Is it creating something? Is it about changing the world? Etc.

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Question # 30

What role do you see technology playing in this role?

Answer:-

Technology is important to almost every job today but it's not meant to be abused. I believe it's important to increase productivity and not for personal use.

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Question # 31

Explain a time when you did not get along with your coworker?

Answer:-

I used to lock heads with a fellows. We disagreed over a lot of things - from the care of civilians to who got what shifts to how to speak with a victim's family. Our personalities just didn't mesh. After three months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we weren't getting along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I really believe that talking a problem through with someone can help solve any issue.

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Question # 32

How do you feel about taking no for an answer?

Answer:-

It's good to be persistent, but not overbearing. Everyone will face rejection at some point in their life, so at some point you'll have to take no for an answer but then learn why you were turned down.

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Question # 33

Why are you interested in this type of job In Costa Coffee?

Answer:-

You're looking for someone who enjoys working with the elderly, or a caring, sociable, and nurturing person.

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Question # 34

How long do you envision yourself staying with this company?

Answer:-

Understand that companies invest a lot of money into hiring the right staff. You want to emphasize that you are in it for the long run and you want to develop a career there and that it's not just a "5 month stepping stone" type of a job. You should be thinking how you're going to grow with that company. After all, don't you want to invest your energy and time with a company that is going to continue to be successful and one that will help you grow?

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Question # 35

Did you get on well with your last manager?

Answer:-

A dreaded question for many! When answering this question never give a negative answer. "I did not get on with my manager" or "The management did not run the business well" will show you in a negative light and reduce your chance of a job offer. Answer the question positively, emphasizing that you have been looking for a career progression. Start by telling the interviewer what you gained from your last job In Costa Coffee

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Question # 36

How articulate are you in expressing your ideas?

Answer:-

One of the best ways to answer this question is clearly articulate three points that demonstrate how articulate you are (and in a sense show that in a live setting) - for example: "I would say I'm articulate because one, I typically gather my thoughts before speaking, two, I organize my thoughts well, and three I'm concise when making a point.

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Question # 37

Why were you fired?

Answer:-

OK, if you get the admittedly much tougher follow-up question as to why you were let go (and the truth isn't exactly pretty), your best bet is to be honest (the job-seeking world is small, after all). But it doesn't have to be a deal-breaker. Share how you've grown and how you approach your job and life now as a result. If you can position the learning experience as an advantage for this next job, even better.

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Question # 38

How do you inspire others to be better?

Answer:-

First, the key to inspiring others is to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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Question # 39

What types of situations do you consider "unfixable"?

Answer:-

Most situations are "fixable" - the ones that are not are typically related to business ethics (someone is cheating the company, someone is stealing, etc)

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Question # 40

Was there a person in your career who really made a difference?

Answer:-

If you can't think of one, you need to get a mentor QUICKLY! Mentors can come in the form of peers, family members, co-workers, management / leaders at a company and so on.

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Question # 41

How do you feel about this company's vision?

Answer:-



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First find out where the company envisions itself in 3-5 years. If you can't find the vision of the company, that's probably a big question mark on the company itself. Once you do, identify how those company's visions align to your personal values and goals and then articulate how tightly correlated that is to the interviewer. For example - this company wants to be the #1 provider of green technology in the world and I feel strongly about that vision because we've got a chance to collectively impact the world to become a greener society and save our clients at the same time!

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Question # 42

How will you approach learning this "new" job In Costa Coffee?

Answer:-

Interview peers and leaders/managers, read industry news, practice the skill sets needed, absorb information on the job as much as possible.

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Question # 43

If hired, how do you intend on making a difference with our company?

Answer:-

Dedicate myself to learn everything about the new company that I can, look for ways and ideas that could improve, processes, safety, removing obstacles from the associates, I want to advance within the company.

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Question # 44

How important is a positive attitude to you?

Answer:-

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

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Question # 45

If you look at a clock and the time is 3:15, what's the angle between the hour and the minute hands?

Answer:-

Usually, if the answer to a brainteaser seems too easy, chances are the answer's wrong. And in this case, the answer is not zero degrees. The hour hand, remember, moves as well. That is, in addition to the minute hand. And so, at 3:15, the hour hand and the minute hand are not on top of each other. In fact, the hour hand has moved a quarter of the way between the 3 and 4. This means it's moved a quarter of 30 degrees (360 degrees divided by 12 equals 30). So the answer, to be exact, is seven and a half degrees (30 divided by four).

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Question # 46

What's been your biggest failure to date?

Answer:-

Describe your biggest failure and discuss what you've learned from it and ideally how you've been successful since because of that lesson.

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Question # 47

Tell me about a time when you were held accountable for a problem that you hadn't caused?

Answer:-

If someone puts the blame on you (incorrectly), the best thing you can do is NOT to retaliate. You want to make it known that you were not to blame (explain all the facts) and then focus on fixing the problem in the best way possible.

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Question # 48

How do you deal with conflict in the workplace In Costa Coffee?

Answer:-

When people work together, conflict is often unavoidable because of differences in work goals and personal styles. Follow these guidelines for handling conflict in the workplace.

- * 1. Talk with the other person.
- * 2. Focus on behavior and events, not on personalities.
- * 3. Listen carefully.
- * 4. Identify points of agreement and disagreement.
- * 5. Prioritize the areas of conflict.
- * 6. Develop a plan to work on each conflict.
- * 7. Follow through on your plan.
- * 8. Build on your success.

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Question # 49

Explain an idea that you have had and have then implemented in practice?



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Answer:-

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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Question # 50

What are three positive things your last boss would say about you?

Answer:-

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."

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Question # 51

Give me an example of an emergency situation that you faced. How did you handle it?

Answer:-

There was a time when one of my employers faced the quitting of a manager in another country. I was asked to go fill in for him while they found a replacement and stay to train that person. I would be at least 30 days. I quickly accepted because I knew that my department couldn't function without me.

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Question # 52

What's the most rewarding work you've ever done and why?

Answer:-

Companies love it when you discuss how you've made an impact on your teammates, clients, or partners in the business or in school. It should be rewarding because of the hard work and creative process that you've put into it.

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Question # 53

What problems have you encountered at work?

Answer:-

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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Question # 54

What does "thinking outside the box" mean to you?

Answer:-

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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Question # 55

How would you rate your communication and interpersonal skills for this job In Costa Coffee?

Answer:-

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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Question # 56

Do you have good computer skills?

Answer:-

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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Question # 57

Do you think you have enough experience In Costa Coffee?

Answer:-

If you do not have the experience they need, you need to show the employer that you have the skills, qualities and knowledge that will make you equal to people with experience but not necessary the skills. It is also good to add how quick you can pick up the routine of a new job role.

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Question # 58

Describe a typical work week for this position In Costa Coffee?

Answer:-

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position In Costa Coffee you are applying for and how your current or past positions relate to it. The more you can connect your past experience with the job opening, the more successful you will be at answering the questions.

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Question # 59

How do you ensure all of your work gets accomplished in a productive manner?

Answer:-

The key is to prioritize what's important in your work and to stay organized to accomplish the tasks. A strong work ethic also helps.

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Question # 60

What do you think is your greatest weakness?

Answer:-

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist."

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Question # 61

What type of work environment do you prefer?

Answer:-

Ideally one that's similar to the environment of the company you're applying to. Be specific.

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Question # 62

What aspect of supervision do you find the most difficult?

Answer:-

Managing different personalities and keeping them focused on the goal at hand.

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Question # 63

Explain me about a time when you reached a goal within a tight deadline?

Answer:-

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

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Question # 64

What techniques and tools do you use to keep yourself organized In Costa Coffee?

Answer:-

Utilizing a calendar, having a notebook with your "to do" list, focusing on your top 3 priorities each and every day, utilizing a systematic way of storing documents on your computer (like box.net)

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Question # 65

What kind of salary do you need In Costa Coffee?

Answer:-

This is a loaded question and a nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, that's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

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Question # 66

What do you think we could do better or differently?

Answer:-

This is a common one at startups. Hiring managers want to know that you not only have some background on the company, but that you're able to think critically about it and come to the table with new ideas. So, come with new ideas! What new features would you love to see? How could the company increase conversions? How could customer service be improved? You don't need to have the company's four-year strategy figured out, but do share your thoughts, and more importantly, show how your interests and expertise would lend themselves to the job.



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Question # 67

Tell me one thing about yourself you wouldn't want me to know?

Answer:-

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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Question # 68

What do you expect to be earning in 5 years In Costa Coffee?

Answer:-

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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Question # 69

Do you think a leader should be feared or liked?

Answer:-

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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Question # 70

How would you define success?

Answer:-

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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Question # 71

Give an example of a time you successfully worked In Costa Coffee on a team?

Answer:-

On the whole I prefer to stick to doing what I'm told rather than setting myself up to fail by doing things off my own bat. But there was this one time when I suggested to my boss at the pizza parlor that she try offering an 'all you can eat' deal to students to boost trade on Mondays. She thought it was an interesting idea but nothing ever came of it.

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Question # 72

What's the least rewarding work you've ever done and why?

Answer:-

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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