

Cruise Hostess Interview Questions And Answers Guide.



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Cruise Hostess Job Interview Preparation Guide.

Question # 1

What experience do you have as Cruise Hostess?

Answer:-

I have experience working in another restaurant, I worked busy shifts and I'm used to serving large parties. From my experience I feel comfortable talking to customers.

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Question # 2

Explain me how would you deal with an angry customer?

Answer:-

I would first listen to all of concerns, sometimes customers just want their frustrations to be heard. Then I would then follow up with a sincere apology and ask if there is anything I can do to help mend the situation.

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Question # 3

Tell me how do you handle stressful situations as Cruise Hostess?

Answer:-

I do what is required of me at that moment to better deal with it and after the stress has dissipated I take a deep breath and calm myself down.

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Question # 4

Give me an example of how you have been reliable in the past?

Answer:-

I would considered myself reliable, I am never later, always make it in for my shifts, and always lending a helping hand.

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Question # 5

Tell me in case of an emergency, what would be your course of action?

Answer:-

I would do what's described in the manual. If it is an unusual situation, I would ask a co-worker or my supervisor.

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Question # 6

What skills are essential for this position as Cruise Hostess?

Answer:-

It is important to have a positive attitude and smile, work effectively as a team, help where is needed, and be eager to learn.

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Question # 7

Tell me how did you get the job?

Answer:-

Getting the job was not easy. I honestly had no idea how to even go about starting this process. When people ask me "why..." I respond with "It all started because of a boy". Usually, folks who are interested in working on cruise ships, find a recruiting agency and pay them to get them a job. This is good as it means less work for you, but can be bad as I have heard tales of folks applying for reception and being given a waitressing position or having to pay the recruiters part of their salary for the first contract or two.



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Question # 8

Tell me are crew members allowed to use guest amenities?

Answer:-

Most of the cruise lines will allow their crew to use guest amenities on their time off. However, passengers always take priority when using the pool, gym etc. Most cruise will also offer their crew a mess or recreation area/ dining hall and in some cases a crew bar where drinks are sold considerable less than in passenger's bars.

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Question # 9

Tell me can I work on the same cruise ship as my spouse or friend?

Answer:-

Yes, this may be possible. However, you don't want to make a whole bunch of requests before you are hired. We recommend that you and your spouse/friend each apply to the same set of companies. But you should each apply separately and then during to the mid to later stages of the interview process, you should let your recruiter/human resources representative know that your spouse/friend is also interested in working on the same ship. If a position is available that he/she is qualified for, many companies will try to make things work out.

Please note, that companies are more likely to accommodate married couples, but often they can help arrange it so you can work with a friend as well.

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Question # 10

Tell me how old do you need to be to work up on a cruise ship or at a beach resort?

Answer:-

The minimum age to work on a cruise ship is usually either 18 or 21 years old, depending on the cruise line, cruise ship and position you are applying for. Beach resorts usually have a minimum age of 18 years old for many of their positions. Many cruise lines and beach resorts will require you to be at least 21 if you are serving alcoholic beverages.

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Question # 11

Tell me what about other benefits?

Answer:-

Many cruise lines, resort and tour employers do offer a full range of benefits including some or all of the following:

- * 401K Plan
- * Profit Sharing Plan
- * Medical Insurance
- * Dental and Vision Insurance
- * Life Insurance
- * Tuition Re-imbusement
- * Paid Time Off
- * Free or discounted travel for you and your family (and friends occasionally)

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Question # 12

Do you know what types employers are profiled in your Members Section?

Answer:-

We list and profile the following types of employers:

- * Large Cruise Lines
- * Medium Sized Cruise Lines
- * Small and Specialty Cruise Lines
- * Cruise Concessionaires
- * Beach Resorts
- * Other Specialty Resorts
- * Land Tour Companies
- * Tour and Escort Companies
- * Adventure Travel Companies
- * Private Yachts

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Question # 13

Tell me how much time do you spend off the ship?

Answer:-

The amount of time you spend off the ship depends on three main factors

- 1.) The contract you hold with your employer and
- 2.) The amount of time your ship allows passengers to visit ports.
- 3.) Your position on the cruise ship. Crew members working in departments and positions that are slow or closed when a ship is in port, generally have more free time in each port.

When your ship stops at ports most crew members are allowed (and in most cases encouraged) to get off the ship and explore. Generally, crew members are allowed to be out in port until one hour prior to departure (of course, unless they are on duty).

Most cruise line contracts typically require a four to six month commitment for new employees. Some cruise lines allow you to take a limited amount of vacation time during a contract and other do not. If this is important to you, it should be discussed prior to accepting the position.



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Question # 14

Tell me should I work on a cruise ship, private yacht, at a beach resort or as a land tour guide?

Answer:-

All four of these industries are great to work in. Obviously, working on a cruise ship or private yacht has tremendous appeal. You will travel to exotic locations and meet lots of interesting people. However, many people like working at destination beach resorts better. This is usually due to the fact that while working at a beach resort you generally have more free time to explore and participate in your favorite activities.

Land tour jobs are also great jobs. Many college students work for land tours in Alaska during summers and often make really good money and have a tremendous time.

In general it depends on your personal preferences and desires. All three industries we cover offer outstanding work experiences.

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Question # 15

Explain me have you ever had a situation that kept you from being on time to work? How did you handle it?

Answer:-

I always attended my shifts unless it was medical, and even then I would help and try and find someone to cover the shift.

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Question # 16

Tell me what is the most recent skill you have learned that will assist you in this role?

Answer:-

My psychology classes make it easier to understand people, and I've learned that in conversations, that if you are uncomfortable, eye contact can consist of anywhere on the face, so it feels less awkward.

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Question # 17

Basic Cruise Hostess Job Interview Questions:

Answer:-

- * Why do you want to work on a cruise ship?
- * Why did you choose to apply for a [insert position here]?
- * Tell me about yourself.
- * Why do you want to work for XYZ Cruise Line?
- * How do you handle conflict?
- * What is your greatest strength?
- * What is your greatest weakness?
- * Have you ever faced a big challenge?
- * Why should I hire you?
- * Do you have any questions?

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Question # 18

Professional Cruise Hostess Job Interview Questions:

Answer:-

- * Do you get sea sick?
- * What is your most relevant customer service experience?
- * What companies do you feel deliver excellent customer service, why?
- * What type of customer / passenger do you like the most?
- * What type of customer / passenger do you like the least?
- * How would you deal with a difficult guest?
- * How would you deal with an intoxicated passenger?
- * Describe a situation where you had to deal with a difficult customer.
- * Describe a situation when you were treated well as a customer.
- * Give an example of how you would provide exceptional customer service.
- * How will you handle homesickness?
- * Are you able to work 10 to 12 hours per day and seven days a week?
- * Have you ever had a roommate?
- * Are you able to live in a small room that you must share with another person?
- * What is your worst personal habit?
- * What do you think this job will do for your career?
- * What are your goals?
- * How do you plan to achieve your goals?
- * How would you describe your ideal job?
- * What is your dream cruise ship job?
- * How long do you intend to work on cruise ships?
- * Where do you see yourself in five years?
- * What do you intend to do after working on cruise ships?
- * What is your worst work habit?
- * Have you ever had a conflict with a roommate? How was it resolved?
- * What would you do if you suspected a cabin mate was taking drugs?
- * What would you do if you suspected a cabin mate or colleague was stealing?



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* How would you react to finding your cabin mate in bed with somebody?

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Question # 19

Difficult Cruise Hostess Job Interview Questions:

Answer:-

- * Why are you interested in working for XYZ Cruise Line?
- * Why did you apply to XYZ Cruise Line?
- * What do you know about our cruise line?
- * Why are you a good fit with XYZ Cruise Line?
- * What does teamwork mean to you?
- * What does it mean to be a team player?
- * Describe an occasion when you were asked to work with a person you disliked.
- * Does your most recent job involve teamwork?
- * What kinds of people annoy you the most?
- * How will you work within a team onboard?
- * What type of difficulties do you think exist in an onboard environment?
- * How will you live in an environment that can be difficult?

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Question # 20

Fresh Cruise Hostess Job Interview Questions:

Answer:-

- * What qualities do you feel a successful [insert position here] should have?
- * Why do you want to work in the [insert department here]?
- * Why are you applying for [insert position here]?
- * What will you bring to this job?
- * Why do you think you would be an asset to our company?
- * How did you prepare for this interview?
- * How do you evaluate your success?
- * Describe a situation in which you were successful.
- * What motivates you?
- * Are you flexible? Give examples.
- * Explain how you handle pressure well.

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Question # 21

General Cruise Hostess Job Interview Questions:

Answer:-

- * Which of your past jobs is the most relevant to the job you are applying for?
- * What education and training is relevant to the job you are applying for?
- * What did you like about your previous job?
- * What did you dislike about your previous job?
- * How many hours do you work per day? per week?
- * Why did you leave/quit?
- * What's the worst place you ever worked?
- * Have you ever had a conflict with your boss? How was it resolved?
- * Have you ever had a conflict with a co-worker? How was it resolved?
- * What are your hobbies/past time activities?
- * What have you accomplished in your past jobs?
- * Do you have any cruise ship experience?
- * Do you have any actual [insert position here] experience?
- * How would your past employers describe you?

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Question # 22

Explain what are some of the places a person may get to see as an employee aboard one of the larger cruise lines?

Answer:-

The ports of call and sheer number of destinations reached by cruise lines today offer cruise employees an unparalleled opportunity for travel. For instance, last year a Princess Cruises cruise ship traveled from Acapulco, through the Panama Canal, around the Caribbean, across the Atlantic to the Mediterranean. Then headed down to North Africa, around the British Isles, through the Baltic Sea, and back across the Atlantic to New York. Today, cruise ships are sailing all over the world, so you have the opportunity to visit a number of exciting destinations.

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Question # 23

Tell me what makes the information in the Members Services section better than other information on the internet?

Answer:-

We have been the leading cruise ship job and beach resort employment research organization for over fifteen years. No other company has the experience that we have in helping people navigate their employment options in these industries. A large number of industry insiders and experts have played a part in helping us put our resources together. There simply isn't any other information available anywhere that is as thorough, up-to-date, and dedicated specifically to help people find employment on cruise ships, private yachts, at beach resorts or as tour guides.



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Yes, you can find some limited information for free on the internet. But, to maximize your efficiency of getting one of these jobs, it is important to have the best resources available. We simplify everything for you and provide you with a strategy to succeed.

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Question # 24

Explain me what kind of training regarding safety and emergency protocol will I receive?

Answer:-

Crew members will be required to attend a safety course following embarkment on ship. Instruction on lifeboat/raft safety, fire drills and understanding of fire safe and watertight doors will be taught. You will encounter routine emergency drills throughout your employment on the ship.

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Question # 25

Tell me what if I become really sick or get injured on the ship?

Answer:-

While you are working for the cruise line whether it be onboard or off you are covered by them medically. If you are at sea and become ill, you may see the nurse and/or doctor for free in the ship's medical facilities. If you become so ill or injured that you are no longer able to finish your contract, you will disembark and absorb the costs of ongoing treatment yourself (often covered by your health insurance). It is always best to inquire about the medical coverage you will receive prior to accepting a contract.

If the company you are going to work for does not offer a comprehensive health insurance policy, you may want to keep (or get) your own health insurance policy or take out a traveler's insurance policy through a private company.

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Question # 26

Tell me what are the living conditions like aboard a cruise ship at sea?

Answer:-

While it is true that accommodations are sometimes cramped, especially on smaller vessels, and you'll be sharing your cabin with little or no privacy, most find the experience similar to their first year in college dorm, but without the homework. Usually staff have their own dining room, away from the passengers and on days off, employees can hang out by the pool, sunbathe, or use the spa. Some ships provide extra amenities for employees, such as televisions for each room, a special crew bar and lounge and special recreation lounges near the crew quarters.

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Question # 27

What is your greatest strength as Cruise Hostess?

Answer:-

I think my greatest strength would be my experience, I've worked as a waitress for three years and I'm used to working independently and part as a team.

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Question # 28

Tell me what if I've never worked on a cruise ship before?

Answer:-

For many positions, cruise lines do not expect you to have previous experience working on a cruise ship. However, you should call out any experience you have had that might relate to jobs on cruise ships. This can include working at a restaurant, gift shop, health club, retail store, to name a few. Basically many jobs on cruise ships are not too much different than jobs in other industries. Cruise lines are more concerned that you will be a good hard worker and help to make the cruise customers have a wonderful experience on their cruise line.

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Question # 29

What are your greatest weaknesses as Cruise Hostess?

Answer:-

My greatest weakness is not always asking for help when I need it because I like to be independent with my responsibilities and work which makes me not want to cause anybody else's job to become more difficult.

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Question # 30

Tell me how long does it take me to set up a job using your service?

Answer:-

First of all, we don't guarantee jobs. What we do is provide you with the best resources and tools available to help you research and apply for the jobs that are best suited to your needs.

For those hired, the time it takes varies from several days to several months. The process for getting a job will vary greatly by company, time of year, and type of job.

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Question # 31

What is your favourite part about being a Cruise Hostess?

Answer:-



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Waitressing gives me the opportunity to learn on my feet and I get to serve different customers. As there are new people in the restaurant every day, it means every day is different.

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Question # 32

Tell me how can I remain in contact with my world at home?

Answer:-

Many cruise ships do offer internet connections for laptop computers and also have a computer lounge for those without computers (however there may be a fee for both of these options). If the cost is more than you want to pay, it is common for crew members to visit one of the many internet cafes that are in each of the ports of call.

You may keep in touch with people from back home through e-mail, cellular phones, phone cards and mail. Mail goes to the company agents in various ports and is delivered to ships when they dock there and distributed on board. The internet offers many ways to stay connected with the world when you are away. Online banking, shopping and correspondence can keep your life up and running.

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Question # 33

Tell me how long would you expect to work for us if hired as Cruise Hostess?

Answer:-

I would love to work for this company for a long time, because I am very interested in growing in this industry, learning many new things, and using my skills in the future.

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Question # 34

Explain how have you used your communication skills to resolve conflict at work?

Answer:-

I have good communication skills, I know when things are right and when they are wrong and I know how the customer feels within the environment and therefore I either fix a problem or satisfy the customers.

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Question # 35

I have never been at sea for very long, what happens if I get seasick?

Answer:-

Most cruise ships are large and seasickness is usually not a problem. There is some generic over the counter medicine that can help you with seasickness. Most people find that getting some fresh air on a deck that is in the middle of the ship and lower will be a little less rocky. Additionally, many find that their seasickness goes away after their body has had some time to adapt.

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Question # 36

Tell me why is it important to smile at every guest?

Answer:-

It is extremely important to smile at every guest, because hostesses are the first people diners come in contact with, which adds to their positive dining experience.

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Question # 37

What are your greatest strengths as Cruise Hostess?

Answer:-

My strengths are being organized and outgoing. I feel like I can be very approachable and easy to work with. Communication is another strength of mine.

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Question # 38

Do you have any questions about the job description?

Answer:-

Yes, I will have to be able to greet guest, take the number of people, and help find seating.

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Question # 39

Tell me can I apply for a specific ship with a cruise line?

Answer:-

The best course of action is to apply to the various cruise companies of your choice. After you have made a strong impression on the company and they indicate they would like for you to work for them, politely request a ship you would like to work on.

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Question # 40



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Explain how do you take criticism?

Answer:-

I take criticism very well. I know that being a hostess is a sensitive job and there's always room to grow.

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Question # 41

Tell me how do you fill your downtime?

Answer:-

You can make sure everything is ready for customers that would be coming in, so that they can be seated quickly and efficiently.

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Question # 42

What is your weakness as Cruise Hostess?

Answer:-

Because I focus on making customers happy, I can get quite stressed. I understand you can't make every customer happy but I want to show I'm good at my job.

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Question # 43

Explain me your ideal job?

Answer:-

My ideal company to work for is a friendly, comfortable atmosphere, with excellent communication with co-workers and providing amazing service to customers.

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Question # 44

Why should we hire you as Cruise Hostess?

Answer:-

Because I have a sense of humor and I am a fast learner and you could say that I am a beginner but I am a fast learner I am very caring towards the people around me.

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Question # 45

Explain what happens if somehow I miss the ship when I am at port?

Answer:-

This is never a good idea and could result in a demotion or loss of job. Most companies require their crew to be on-board an hour prior to departure. Pay close attention to the sailing schedule and keep an eye on time. If you do however, for some good reason miss the ship your cruise line's agents will help you find the ship and board again. However, there may be some expense to you.

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Question # 46

Tell me do companies provide health insurance?

Answer:-

Most do provide health insurance, however some don't. We recommend you inquire about this matter with the companies during the interview process.

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Question # 47

Tell me if Hired, will the cruise line buy my uniforms?

Answer:-

It depends on the cruise line. Some companies will pay for crew member's uniforms and some will require their crew members to purchase their own uniforms. Almost all of the cruise lines require their crew members to purchase their own shoes that are in accordance with uniform regulations. Make sure you determine what the company policy is on uniforms prior to accepting a position.

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Question # 48

Tell me how long do I have to work?

Answer:-

Contract lengths vary by company, type of job and the time of year. In general, you should expect to commit to at least four to six months for your first cruise ship contract and at least three months for a land tour or beach resort job.

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Question # 49

Tell me can I live with my spouse on the ship?

Answer:-



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Yes, this is usually possible. It will be important to let the company know that you are on the ship with your husband/wife prior to making room assignments so the company has plenty of time to plan accordingly.

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Question # 50

Tell me what happens if I decide to break my contract?

Answer:-

If you decide that cruise life is not for you and break your contract you will have to pay for all costs to get yourself home.

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Question # 51

Explain me yourself in three words?

Answer:-

Polite, passionate, and enthusiastic.

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Question # 52

What qualities make you the best person for the job?

Answer:-

I always go the extra mile to initiate the greatest quality, it's not just a job. It's a business challenge I push myself to be the best in.

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Question # 53

Explain about a time when you gave excellent customer service?

Answer:-

My customer service skills are great, I know how to deal with displeased customers as well as keep satisfied customers satisfied.

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Question # 54

Explain how would you keep our patrons satisfied?

Answer:-

Welcome them as family, serve them in a timely manner, make small talk, remember their names, and thank them for patronizing IHOP

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Question # 55

Tell me about your experience as Cruise Hostess?

Answer:-

A hostess position is a position I have always wanted to try my hand at, the environment of good food and conversation amongst friends and family has been a welcomed experience for me in my life and feel you can never have too many friends to enjoy a great meal with.

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Question # 56

Why do you want this job as Cruise Hostess?

Answer:-

I want this job because I love to meet people. With my experience, I found the jobs I had the most fun at were the ones where I greeted guests and escorted them and helped them.

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