

# **Manager Passenger Service Interview Questions And Answers Guide.**



**Global Guideline.**

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# Manager Passenger Service Job Interview Preparation Guide.

## Question # 1

Explain me what do you know about our company?

### Answer:-

Bad Answer: They don't know much about the company. If a candidate is serious and enthusiastic, they should have done some basic research.

Good answer: An answer that shows they've really done their homework and know what the company does, any important current events that involve the company, and the work culture.

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## Question # 2

Are you good at working in a team As Manager Passenger Service?

### Answer:-

Before you answer, consider how you best contribute to a team:

- \* Do you get along easily with people?
- \* Are you an effective collaborator?
- \* Can you communicate with people from various backgrounds and with different personalities?
- \* Can you motivate people?
- \* Do you know how to push back tactfully?
- \* Can you mediate conflicts?
- \* Can you deal with difficult personalities?

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## Question # 3

Tell us something about yourself?

### Answer:-

Bad Answer: Candidates who ramble on about themselves without regard for information that will actually help the interviewer make a decision, or candidates who actually provide information showing they are unfit for the job.

Good answer: An answer that gives the interviewer a glimpse of the candidate's personality, without veering away from providing information that relates to the job. Answers should be positive, and not generic.

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## Question # 4

What has been your biggest professional disappointment?

### Answer:-

When discussing a professional disappointment, make sure to discuss a scenario you could not control. Be positive about the experience and accept personal responsibility where applicable.

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## Question # 5

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 # 6**

If you were given more initiatives than you could handle, what would you do?

#### **Answer:-**

First prioritize the important activities that impact the business most. Then discuss the issue of having too many initiatives with the boss so that it can be offloaded. Work harder to get the initiatives done.

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### **Question # 7**

Give me a specific example of a time when you had to conform to a policy with which you did not agree?

#### **Answer:-**

You want to first understand why the policy was put into effect. From there, if you truly disagree with it, explain your position to your management. If they don't change it, then you must accept their decision and continue to work or the alternative decision would be to find a new job.

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### **Question # 8**

Your client is upset with you for a mistake you made, how do you react?

#### **Answer:-**

Acknowledge their pain - empathize with them. Then apologize and offer a solution to fix the mistake.

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### **Question # 9**

Explain yourself in one line?

#### **Answer:-**

When you respond, keep in mind the type of position you are interviewing for like Manager Passenger Service based job, the company culture, and the work environment. Your answer should help show the interviewer why you're a match for the job and for the company.

Sample answers are:

- \* I'm a people person. I really enjoy meeting and working with a lot of different people.
- \* I'm a perfectionist. I pay attention to all the details, and like to be sure that everything is just right.
- \* I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best.
- \* I'm efficient and highly organized. This enables me to be as productive as possible on the job.
- \* I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner.

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### **Question # 10**

What experience do you have As Manager Passenger Service?

#### **Answer:-**

The employer would want to know that not only you can do the job but you can make the difference and bring significant contribution - Simple as that.

No doubt that this is your time to perform and present yourself - You have to introduce/sell yourself to the interviewer. Prepare your answer based on your qualification, professional experience and what you've already achieved in your previous jobs. This is your time to express why you think that your professional abilities fit into the job and its requirements.

Top 10 employment experience you'd want to review:

- \* Companies you worked for with dates
- \* The positions you've held
- \* Key projects and responsibilities
- \* Achievements
- \* Coursework & continues education
- \* Expertise
- \* Tools you used (software, hardware)
- \* Knowledge of languages
- \* Engagement with customers and key industry leaders
- \* Team work you were involved (and your contribution)

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### **Question # 11**

Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation? What obstacles or difficulties did you face? How did you deal with them?

#### **Answer:-**

First, the key is to state the differences in personality to give the interviewer some background. Second, you want to discuss how that was affecting the situation. Third, show how you were able to adapt to the way the person wanted to be communicated with to achieve your goals

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### **Question # 12**

Tell me why do you want this job As Manager Passenger Service?

#### **Answer:-**

Bad Answer: No solid answer, answers that don't align with what the job actually offers, or uninspired answers that show your position is just another of the many jobs they're applying for.

Good answer: The candidate has clear reasons for wanting the job that show enthusiasm for the work and the position, and knowledge about the company and job.



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### **Question # 13**

How did you handle meeting a tight deadline As Manager Passenger Service?

#### **Answer:-**

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

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### **Question # 14**

Tell me about a time when you were forced to make an unpopular decision?

#### **Answer:-**

Not every decision is popular. In fact, almost every decision is bound to make someone unhappy at some point. The key is to demonstrate how it impacted others positively and why you chose it.

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### **Question # 15**

What did you like least about your last (or current) job As Manager Passenger Service?

#### **Answer:-**

Don't vent or focus on the negative with brutally honest answers such as "My boss was a jerk," or "The company culture was too politically correct," or "They just weren't giving me the opportunity to take my career to the next level." Instead, keep the emphasis on the positive, even though there are sure to be things you weren't happy about.

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### **Question # 16**

How do you measure success?

#### **Answer:-**

There may be several good answers. Some include: you're able to set realistic, yet aggressive goals that push you and you're able to achieve them, you go the extra mile on all projects, client satisfaction is high, your boss is elated at your performance on all projects, etc.

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### **Question # 17**

The change in the business industry now requires you to have a new set of skills you have to learn, how do you react to that?

#### **Answer:-**

First, find out which skills are the ones that you're currently lacking. Then identify what the steps would be to acquire/build those skills. Then take action to do so.

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### **Question # 18**

What do you consider to be your greatest strength?

#### **Answer:-**

There isn't any right answer. Just make sure to make your response positive and true. A few good examples include: Your ability to solve complex problems, Your ability to work well on a team, Your ability to shine under pressure, Your ability to focus in chaotic situations, Your ability to prioritize and organize, Your ability to cut through the fluff to identify the real issues, Your ability to influence other positively. If your strength relates to the position in question that will be more beneficial - but again be honest, don't create a strength for yourself just because you think it will sound good.

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### **Question # 19**

Are you able to relocate if required?

#### **Answer:-**

Be completely honest and thoughtful with this one. You don't want to wake up one to find out that you're moving to a new city or state and it may be a major factor in your eligibility for employment. But again, if you don't want to move then the job probably isn't for you.

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### **Question # 20**

What is your typical way of dealing with conflict? Give me an example?

#### **Answer:-**

First, find out what the root of the problem is. Second, determine the best steps to remediation with the best possible outcome. Third, take action to put remediation plans in place.

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### **Question # 21**

What can you offer me that another person can't?



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### **Answer:-**

This is when you talk about your record of getting things done. Go into specifics from your resume and portfolio; show an employer your value and how you'd be an asset.

You have to say, "I'm the best person for the job As Manager Passenger Service. I know there are other candidates who could fill this position, but my passion for excellence sets me apart from the pack. I am committed to always producing the best results. For example..."

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### **Question # 22**

What would your previous employer say is your greatest strength?

### **Answer:-**

Be prepared for this question. If you have to sit and think about it it's going to appear as if you're not sure or that you've never identified your own value in the work place - not good. You don't have to have a complex response. Keep it simple and honest. For example, several possibilities could be Leadership, Problem solving ability, Initiative, Energy, Work ethic, Innovative, etc., etc.

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### **Question # 23**

Do you think you are overqualified for this position As Manager Passenger Service?

### **Answer:-**

No matter your previous job experience or educational background, be sure to tell the interviewer you have the knowledge and skills to successfully execute the job responsibilities.

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### **Question # 24**

How do you evaluate success As Manager Passenger Service?

### **Answer:-**

I evaluate success As Manager Passenger Service in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that the Global Guideline company is recognized for not only rewarding success but giving employees opportunity to grow as well.

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### **Question # 25**

Why are you interested in working As Manager Passenger Service 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 # 26**

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 # 27**

What did you major in and why?

### **Answer:-**

Tell them your major and the motivations behind why you chose it and how it's helped to prep you for this potential job.

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### **Question # 28**

Where do you see yourself in five years As Manager Passenger Service?

### **Answer:-**

If asked this question, be honest and specific about your future goals, but consider this:

A hiring manager wants to know

\* a) if you've set realistic expectations for your career,

\* b) if you have ambition (a.k.a., this interview isn't the first time you're considering the question), and

\* c) if the position aligns with your goals and growth. Your best bet is to think realistically about where this position could take you and answer along those lines. And if the position isn't necessarily a one-way ticket to your aspirations?

It's OK to say that you're not quite sure what the future holds, but that you see this experience playing an important role in helping you make that decision.

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### **Question # 29**



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What are ideas or initiatives you've led and what was the outcome?

**Answer:-**

Describe your most unique ideas and initiatives that had the best results for the company. Make sure you highlight your creativity, your results, your diligence and your ability to execute.

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**Question # 30**

Did the salary we offer attract you to this job?

**Answer:-**

The interviewer could be asking you this question for a number of reasons. Obviously, the salary is an important factor to your interest in this job, but it should not be the overriding reason for your interest. A good answer to this question is, "The salary was very attractive, but the job itself is what was most attractive to me."

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**Question # 31**

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 # 32**

Describe your academic achievements?

**Answer:-**

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

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**Question # 33**

Do you value recognition or pay more? Why?

**Answer:-**

Either preference is fine, but just remember you have to be able to explain why. If you say recognition, then back that up by describing how achievement really carries weight with you and how you like to feel valued in the work that you do because it validates that you're helping your teammates / customers and so forth. If you choose money, you can also explain that is important to you as validation and you can highlight how money is important to you because of your goals (financial security, providing for your family, and so forth). The key is to be authentic with your answer. However, if you say you value pay more because you're greedy - know that doesn't align usually to most company's values/vision.

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**Question # 34**

How has school prepared you for this job role?

**Answer:-**

Think back to how you've interacted with your peers to develop social skills, how you've worked with classmates on projects to develop teamwork and collaborative skills, how you've developed discipline through studying, how the courses have helped your creativity, and how the classes you've taken have impacted your analytical / problem solving / reasoning skills.

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**Question # 35**

What qualities do you believe are important to have as a manager?

**Answer:-**

Great managers tend to empower their employees to be successful through strong coaching. They understand how to manage relationships - this is commonly referred to emotional intelligence. They have to be able to handle both client and staff situations that require them to be calm under pressure to clearly think of solutions to complex problems. Most importantly they must be able to articulate the vision to the team and inspire them to work together to collectively achieve that goal

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**Question # 36**

Why do you want to join our company?

**Answer:-**

This is a question that is aimed at finding out whether you know enough about the company and the basic market. The best way to answer this question is to do some research on the company and highlight its positive points.

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**Question # 37**

What is the most important lesson / skill you've learned from school?

**Answer:-**



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Think of lessons learned in extra curricular activities, in clubs, in classes that had a profound impact on your personal development. For example, I had to lead a team of 5 people on a school project and learned to get people with drastically different personalities to work together as a team to achieve our objective.

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### **Question # 38**

How have you shown yourself to be a leader?

**Answer:-**

Think about a time where you've rallied a group of people around a cause / idea / initiative and successfully implemented it. It could be a small or large project but the key is you want to demonstrate how you were able to lead others to work for a common cause.

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### **Question # 39**

What types of books or magazines do you typically read?

**Answer:-**

Describe both your personal and professional favorites. If you happen to like professional books / magazines that relate to the industry of the company you're applying for - that's definitely worth highlighting.

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### **Question # 40**

What do you already know about our company?

**Answer:-**

Good reputation of a large home grown company that has various departments and product.

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### **Question # 41**

What differentiates this company from other competitors?

**Answer:-**

Be positive and nice about their competitors but also discuss how they are better than them and why they are the best choice for the customer. For example: "Company XYZ has a good product, but I truly believe your company has a 3-5 year vision for your customer that aligns to their business needs."

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### **Question # 42**

Suppose there are three light switches outside a room. Inside is a single light bulb, controlled by one of the three switches. You need to determine which switch operates the bulb. You can turn the switches on and off as many times as you wish (they are all off to begin with), but may only enter the room once. There is no one there to help you. The door to the room is closed, and there are no windows, so you cannot see inside. How can you discover which switch operates the bulb?

**Answer:-**

Do the following steps:

\* 1. Turn ON two switches, and leave one OFF.

\* 2. Wait a few minutes.

\* 3. Turn one switch from ON to OFF. One is now ON and two are OFF

\* 4. Enter the room. - If the light is ON, it is controlled by the switch you left ON. - If the light bulb is OFF, touch it. If it is warm it is controlled by the switch you turned ON and OFF. If it is cold, it is controlled by the switch you never turned on.

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### **Question # 43**

What can you tell me about team work as part of the job As Manager Passenger Service?

**Answer:-**

There is usually a team of staff nurses working in cooperation with each other. A team of nurses has to get along well and coordinate their actions, usually by dividing their responsibilities into sectors or specific activities. They help each other perform tasks requiring more than one person.

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### **Question # 44**

Would you describe yourself as more analytical or interpersonal?

**Answer:-**

If you answer either, just make sure you explain why. For example, "I would consider myself to be more analytical because I'm good at examining a data set and then understanding how to interpret it in a business environment." or "I'm more of an interpersonal person because I enjoy working and collaborating with my teammates and clients"

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### **Question # 45**

What are your lifelong dreams?

**Answer:-**

If your dreams don't relate to the job closely, make sure you highlight aspects of the job that will help develop the skills that will help you with your dreams. Ideally, you want your dreams to relate strongly to the career path you're interviewing for though.



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### **Question # 46**

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 # 47**

What differentiates you from the competition?

#### **Answer:-**

Think about what you bring to the table that you truly believe is unique - the easiest way to do is to think of your own personal stories that demonstrate your work ethic, skills, and dedication. Most people have some or all of those skills, but the unique stories are what make people stand out in interviews.

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### **Question # 48**

What are three positive characteristics you wish you had?

#### **Answer:-**

The key here is to be honest about your wish list but then to describe how you plan on developing or growing those characteristics so that it becomes a reality. For example, I wish I had a stronger work ethic and I am reading a book right now about how to instill a better discipline around getting work done efficiently.

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### **Question # 49**

How do you handle conflicts with people you supervise?

#### **Answer:-**

At first place, you try to avoid conflicts if you can. But once it happens and there's no way to avoid it, you try to understand the point of view of the other person and find the solution good for everyone. But you always keep the authority of your position.

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### **Question # 50**

Why do you feel you will excel at this job?

#### **Answer:-**

This question presents an excellent opportunity for you to discuss your education, qualifications and personal traits. You might say something like "I studied property management as well as behavior during my college years and I have two years' experience in real estate.

I can gauge the homes or apartments in which clients will be interested based solely upon the needs of their families. Finally, my organizational skills will allow me to schedule appointments or showings confidently and arrive for them punctually." This shows your interviewer that you have all of the skills necessary to become successful not only for yourself, but also for your employer.

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### **Question # 51**

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 # 52**

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 # 53**

What is your greatest weakness As Manager Passenger Service? What are you doing to improve it?

#### **Answer:-**

I believe my biggest weakness As Manager Passenger Service is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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### **Question # 54**

What would you like to have accomplished by the end of your career?

#### **Answer:-**

Think of 3 major achievements that you'd like to accomplish in your job when all is said and done - and think BIG. You want to show you expect to be a major contributor at the company. It could be creating a revolutionary new product, it could be implementing a new effective way of marketing, etc.

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### **Question # 55**

Give me an example of when you competed hard and won?

#### **Answer:-**

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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### **Question # 56**

How do you evaluate your ability to handle conflict?

#### **Answer:-**

I pride myself on being a good problem solver. Through my previous job and management positions I have faced numerous conflicts in different situations, and my experiences have helped me to hone my issue resolution skills. I believe that it is important to get to and address the root of the issue, in a respectable manner.

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### **Question # 57**

Explain me about your experience working in this field As Manager Passenger Service?

#### **Answer:-**

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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### **Question # 58**

Give an example of a time you successfully worked As Manager Passenger Service 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 # 59**

What kind of salary do you need As Manager Passenger Service?

#### **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 # 60**

What types of personalities do you work with best?

#### **Answer:-**

In the past, I have found it difficult to work with others who see themselves as better than others, who can take criticism, and who refuse to work with others. I have found it challenging to work with them b/c I am a team oriented person who feels the importance of working together over the needs of the individual especially in a learning environment.

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### **Question # 61**

How have you changed in the last five years?

#### **Answer:-**

All in a nutshell. But I think I've attained a level of personal comfort in many ways and although I will change even more in the next 5-6 years I'm content with the past 6 and what has come of them.

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### **Question # 62**

What is your desired salary As Manager Passenger Service?

#### **Answer:-**

Bad Answer: Candidates who are unable to answer the question, or give an answer that is far above market. Shows that they have not done research on the market rate, or have unreasonable expectations.



Good answer: A number or range that falls within the market rate and matches their level of mastery of skills required to do the job.

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### **Question # 63**

Do you work well under pressure?

**Answer:-**

Yes.. When it comes down to the wire, the best thing I can to remain focused, have some flexibility, and understand priorities.. Giving them attention in the order they are needed.

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### **Question # 64**

Have you got any questions?

**Answer:-**

This is your final opportunity to persuade the interviewer that you are the right candidate for the job. Now is not the time to ask questions about holidays, pay or pensions - all these things can be asked later when you get an offer of employment. Now is the time to ask about any reservations that the interviewer may have about your suitability for the role. You will then give yourself one last chance to persuade the interviewer that you are the right candidate for the job.

Example Thank you. I think we have covered everything. Before we finish the interview I would like to take the opportunity to ask if you have any reservations about my suitability for this role?

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### **Question # 65**

What do you know about the company?

**Answer:-**

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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### **Question # 66**

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

**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 # 67**

Do you have any question regarding this job As Manager Passenger Service?

**Answer:-**

Never ask Salary, perks, leave, place of posting, etc. regarded questions. Try to ask more about the company to show how early you can make a contribution to your organization like. "Sir, with your kind permission I would like to know more about induction and developmental programs?" OR Sir, I would like to have my feedback, so that I can analyze and improve my strengths and rectify my shortcomings.

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### **Question # 68**

What are your salary expectations As Manager Passenger Service?

**Answer:-**

This question is like a loaded gun, tricky and dangerous if you're not sure what you are doing. It's not uncommon for people to end up talking salary before really selling their skills, but knowledge is power as this is a negotiation after all. Again, this is an area where doing your research will be helpful as you will have an understanding of average salary.

One approach is asking the interviewer about the salary range, but to avoid the question entirely, you can respond that money isn't a key factor and you're goal is to advance in your career. However, if you have a minimum figure in mind and you believe you're able to get it, you may find it worth trying.

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### **Question # 69**

How would you observe the level of motivation of your subordinates?

**Answer:-**

Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory role.

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### **Question # 70**

What do you think is your greatest weakness?

**Answer:-**



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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 # 71**

What does quality work mean to you?

#### **Answer:-**

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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### **Question # 72**

Describe to me the position As Manager Passenger Service you're applying for?

#### **Answer:-**

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

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### **Question # 73**

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 # 74**

How do you act when you encounter competition?

#### **Answer:-**

This question is designed to see if you can rise the occasion. You want to discuss how you are the type to battle competition strongly and then you need to cite an example if possible of your past work experience where you were able to do so.

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### **Question # 75**

Describe a typical work week for this position As Manager Passenger Service?

#### **Answer:-**

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position As Manager Passenger Service 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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