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# Passenger Service Representative Job Interview Preparation Guide.

#### Question #1

What do you like to do?

#### Answer:-

Discuss your passions As Passenger Service Representative. Ideally if it's work related that's fantastic! If not, talk about your academic / extracurricular passions and WHY you enjoy them. For example: I love playing sports because of the team work aspect - it's fun winning together! (This example shows you're a team player)

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#### Question # 2

Where do you see your career in five years As Passenger Service Representative?

#### Answer:-

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company As Passenger Service Representative.

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#### Question #3

How do you prioritize your work?

#### Answer:

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Passenger Service Representative on the things that need to get done, and done quickly... While balancing the other work alongside our first priorities.

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#### Question #4

What do you know about our company?

#### Answer:-

You always want to make sure that you're pretty familiar with the company that you're interviewing with. Nothing looks worse than a candidate who knows nothing about the company they say they're interested in working for. Find out everything you can about the company, its culture and its goals. You will also want to know how the company is positioned in its market as well as who its major competitors are.

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#### Question # 5

Why do you want to leave your current company As Passenger Service Representative?

#### Answer:-

Bad Answer: Complaining about or blaming their former job, boss or colleagues. Also, having no good reason.

Good answer: One that focuses on the positives about why the job they're applying for offers them better learning or career opportunities, chances for advancement, aligns more closely to their long term goals, or is a better fit for them.

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#### Question # 6

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 #7

Can you tell me a little about yourself?

#### Answer.

This question seems simple, so many people fail to prepare for it, but it's crucial. Here's the deal: Don't give your complete employment (or personal) history As Passenger Service Representative. Instead give a pitch-one that's concise and compelling and that shows exactly why you're the right fit for the job. Start off with the 2-3 specific accomplishments or experiences that you most want the interviewer to know about, then wrap up talking about how that prior experience has positioned you for this specific role.

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#### Question #8

If you have multiple projects on your plate, how do you handle completing them on time?

#### Answer:-

Prioritize based on business importance. Set clear timelines for each so that you know which ones to knock out first. Get your teammates to help if necessary.

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#### Question #9

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

#### 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 # 10

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

#### 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 Passenger Service Representative. 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 # 11

What five words would be describe you as Passenger Service Representative?

#### 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 # 12

What's your dream job?

#### Answer-

Along similar lines, the interviewer wants to uncover whether this position As Passenger Service Representative is really in line with your ultimate career goals. While "an GGL star" might get you a few laughs, a better bet is to talk about your goals and ambitions-and why this job will get you closer to them.

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#### Question # 13

If you felt like you were hitting the proverbial "wall" and getting burned out, what would you do to re-energize yourself?

#### Answer-

Take a break to rest. Work in smaller increments of time to increase focus with breaks in between. Delegate tasks to those that are willing to help.

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#### Question # 14

What three character traits would your friends use to describe you?

#### Answer:-

Friends would typically use attributes like (assuming you have these): Trustworthy, honest, hardworking, friendly, courageous, nice, diligent, organized and so forth. Not saying you have all of these, but the best way for you to find out is to survey your friends by asking them what they consider your brand to be.

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#### Question # 15

When were you most satisfied in your job As Passenger Service Representative?

I'm a people person. I was always happiest and most satisfied when I was interacting with community residents, making sure I was able to meet their needs and giving them the best possible comfort in a tough situation. It was my favorite part of the job, and it showed. Part of the reason I'm interested in this job is that I know I'd have even more interaction with the public, on an even more critical level.

#### Question # 16

How do you handle confidentiality in your work?

Often, interviewers will ask questions to find out the level of technical knowledge As Passenger Service Representative 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 # 17

Do you know anyone working with this organization?

#### Answer:-

It would be great if you did - then you could potentially use them as a referral if they thought highly of you.

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#### Question # 18

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

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 #19

Top 13 Situational Interview Questions As Passenger Service Representative:

Situational interviews As Passenger Service Representative are similar to behavioral interview questions - but they are focused on the future, and ask hypothetical questions, whereas behavioral interview questions look at the past.

The advantage is that employers can put all candidates in the same hypothetical situations, and compare their answers.

- 1. What would you do if you made a strong recommendation in a meeting, but your colleagues decided against it? 2. How you would handle it if your team resisted a new idea or policy you introduced?
- 3. How would you handle it if the priorities for a project you were working on were suddenly changed?
- . What would you do if the work of an employee you managed didn't meet expectations?
- 5. What would you do if an important task was not up to standard, but the deadline to complete it had passed?
- 6. What steps would you take to make an important decision on the job As Passenger Service Representative?
- 7. How would you handle a colleague you were unable to form a positive relationship with?

  8. What would you do if you disagreed with the way a manager wanted you to handle a problem?
- 9. What would you do if you were assigned to work with a difficult client As Passenger Service Representative?
- 10. What would you do if you worked hard on a solution to a problem, and your solution was criticized by your team?
- 11. How would you handle working closely with a colleague who was very different from you?
- 12. You're working on a key project that you can't complete, because you're waiting on work from a colleague. What do you do?
- 13. You realize that an early mistake in a project is going to put you behind deadline. What do you do?

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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 As Passenger Service Representative? 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

What do you consider to be your greatest strength?

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 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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Q	ues	tion	#	22

Why did you select the University \_\_\_\_\_?

#### Answer-

Discuss the academic program, the extracurricular program(s), the school spirit, the quality of your peers, and the professors.

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#### Question # 23

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 # 24

Explain me about a problem or disagreement you had with previous supervisor?

#### Answer-

This question is trap. It is meant to see whether or not you'll speak poorly of an employer. No one wants to hire someone who's going to speak poorly of them down the road. Stay upbeat and positive - and most of all don't say anything negative about a previous employer.

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#### Question # 25

How do you inspire others to be better?

#### Answer:-

First, the key to inspiring others it 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 # 26

What are three positive character traits you don't have?

#### Answer:

List three attributes that you aspire to attain / build in the next few years - and then explain how you would develop those.

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#### Question # 27

If selected for this position As Passenger Service Representative, can you describe your strategy for the first 90 days?

#### Answer:

This depends on the job role. Make sure you break it down into

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#### Question # 28

In what areas do you think you will need guidance?

#### Answer:

Think about what you need to learn going into the job. Skill sets, industry knowledge, relationship building, team dynamics. Which areas are ones you're lacking?

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#### Question # 29

Why should I hire you As Passenger Service Representative?

#### Answer:-

To close the deal on a job offer, you MUST be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these question in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process.

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#### Question # 30

What skills do you bring to the table?

#### Answer:

Think of your skill sets with regards to: analytical skills, interpersonal skills, communication skills, computer skills, presentation skills, management skills, sales skills and so forth.

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#### Question #31

What have you done to reduce costs, increase revenue, or save time?

#### Answer-

Even if your only experience is an internship, you have likely created or streamlined a process that has contributed to the earning potential or efficiency of the practice. Choose at least one suitable example and explain how you got the idea, how you implemented the plan, and the benefits to the practice.

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#### Question # 32

Who are your role models? Why?

#### Answer:-

If possible, cite role models you're truly passionate about - passion is contagious and will show you're being genuine. If the role model is in the same or similar industry as the company in an executive level position, even better.

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#### Question # 33

How do you handle your anger?

#### Answer-

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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#### Question # 34

Tell me an occasion when you needed to persuade someone to do something?

#### Answer:

Interpersonal relationships are a very important part of being a successful care assistant. This question is seeking a solid example of how you have used powers of persuasion to achieve a positive outcome in a professional task or situation. The answer should include specific details.

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#### Question #35

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

#### 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 # 36

How do you continue learning on a daily basis? Why is continuous improvement necessary As Passenger Service Representative?

#### Answer:-

You can learn on the job, through books and magazines, through social networks, blogs, seminars, mentors and so on. Continuous improvement is important because the one thing in life that is constant is change. And you have to continue to push yourself day in and day out to be the best.

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#### Question # 37

Where do you see yourself in 5 years with your career?

#### Answer:-

Be sure to paint a clear picture of your career vision that demonstrates your aspirations and goals that are realistic. This could emphasize increased responsibility, the ability to manage people and so forth

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#### Question # 38

Do you work well on a team? How would you define teamwork?

#### Answer:-

I would define team work as getting the job done As Passenger Service Representative whether that means if I have to do more then the guy next to me as long as the work gets finished.

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#### Question #39

Why should we give you this job As Passenger Service Representative when someone else is equally qualified?

#### Answer:-



Describe how you're unique, but make sure you tie it to the job responsibilities and how you would impact the company. For example, "I believe my unique programming skills and experience in developing over 18 best selling iphone apps will help the company develop high quality applications faster than my competitors"

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#### Question # 40

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 #41

What does "collaboration with teammates" mean to you?

#### Answer:-

Drinking at the water cooler together is not the best example. Think of how you can collaborate with teammates to generate new ideas, to create initiatives to impact the business' success for the better (specifically in the department that you're applying for). For example, if you're applying to marketing, collaboration could mean discussing new ways of social media advertising to reach an audience of over a million people to strengthen the brand awareness of the company.

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#### Question # 42

What is your ideal working environment?

#### Answer:-

Describe your ideal working environment. Do you like flexibility with work hours? Do you like working in a cubicle or independently? Do you like to be micro managed or empowered? Do you like to work on your own or in a team? Do you like being driven by metrics in your role? How much responsibility do you want?

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#### Question #43

How have you achieved your success?

#### Answer:

Discuss stories of how you've progressed over the years to achieve success. People relate best to stories.

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#### Question # 44

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 # 45

Are You a 'People' Person?

#### Answer:

Although it may be phrased a little differently, the gist of this question is clear:

Do you like being around people? If you don't, being a medical assistant isn't a good fit for you. After all, you'll be working directly with patients throughout the day. It helps a lot if you sincerely like interacting with them. While answering this question, make sure to mention that you like helping people too. This will drive home the point that you are a talented medical assistant and would be a valuable part of the team As Passenger Service Representative.

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#### Question # 46

What makes a product successful?

#### Answer:-

Basing on the monetization, these questions give you the chance to prove your personal try. Do not show extremely your optimism and pursue the unreality. Give your answers the reality.

It is useful to predict a five to ten- year- scenario of expectations in order to gain your targets that you set up and it is the period of time to see how your plans and targets are performed.

Therefore, the quality of the product and marketability of the mentioned industry need to be highlighted. This will help you to achieve the interviewer's attention and insurance to you personality and you can get the honest and long- term goals.

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#### Question # 47

How do you stay up to date with industry?

#### Answer:-

Discuss how you stay up to date by reading industry specific sites, magazines, and Google / yahoo news. Also make sure you stay up to date by reading the current



news on the company's website.

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#### Question #48

What are your presentation skills like As Passenger Service Representative?

#### Answer:

Make sure you share a story that demonstrates your presentation skills in front of many people. If you are really brave, offer to give a snippet of that presentation to the interviewer. This will definitely be different from what most people do.

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#### Question # 49

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 # 50

Tell me about the last time you had to work with someone inside or outside of your department to accomplish a goal?

#### Answer:-

Show that you were communicative with that person and that you were able to collaborate effectively in sharing ideas and work tasks. They want to see that you can be a team player.

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#### Question #51

What general trends do you see in our industry?

#### Answer-

Examine what's happened in the industry in the last 5 - 10 years and how it's evolved and then look at what both the company and analysts are saying about the future of that industry in which that company competes in. Read trade magazines / online sources in that industry as well to make sure you stay up to date on trends.

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#### Question # 52

What schedule do you hope to work? Are you willing to work extra hours?

#### Answer:-

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster.

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#### Question #53

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 # 54

How good are you at problem solving?

#### Answer:-

Describe the problem first and then discuss how you were able to fix it.

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#### Question # 55

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

#### 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 Passenger Service Representative 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 # 56

How do you plan to go by an example for your subordinates?



#### Answer:-

Sticking to the rules by yourself, working hard and not mind participating on basic tasks is a good answer.

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#### Question # 57

What would you do if our competitor offered you a position As Passenger Service Representative?

#### Answer-

I would weigh the offer and consider it, however, this company and this role is my first choice.

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#### Question # 58

What techniques and tools do you use to keep yourself organized As Passenger Service Representative?

#### 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 # 59

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 # 60

Tell me the difference between good and exceptional?

#### Answer:

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

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#### Question #61

What are your salary expectations As Passenger Service Representative?

#### 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 # 62

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

#### Answer-

Both are important. You need to stress that. However, if you could only choose one, ask yourself As Passenger Service Representative - do you like to be "in the weeds" with your work, or do you want to be the one painting the vision?

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#### Question #63

What do you look for in terms of culture -- structured or entrepreneurial?

#### Answer.

A good answer is to discuss the importance of having both elements in a company As Passenger Service Representative. Structure is good to maintain a focus on priorities and making sure people are productive but having an entrepreneurial spirit can help cultivate new ideas that can truly help the company.

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#### Question # 64

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 # 65



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 #66

How much do you expect to get paid As Passenger Service Representative?

#### Answer-

For this be prepared and research salary to find out what similar positions are paying in your area before you go to the interview. Try to find this information out before giving your salary expectations. You can and should provide a range instead of an exact number. But again, don't say any numbers you're not comfortable with because if the employer offers you a salary at the lowest end of your range, you don't have much to negotiate with when it comes to getting a higher salary.

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#### Question # 67

Give an example of a time you successfully worked As Passenger Service Representative 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 # 68

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 #69

Does your boss know you're here today?

#### Answer:

Usually, you probably haven't told your boss for obvious reasons. So it's ok to say that they do not. You don't want to upset the balance at your current job after all and nothing is guaranteed in an interview. The interviewer should understand this stance.

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#### Question # 70

When was the last time something upset you at work? What did you do?

#### Answer:-

Almost everyone has an emotional moment related to work at some point - you're not alone. The key is to learn why you reacted that way and to focus not on the problem but HOW to resolve it. Another key component is to be aware of your emotional response so that you can learn to control it in the future in a calm way.

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#### Question #71

How do you keep each member of the team involved and motivated?

#### Answer:

Many managers mistakenly think that money is the prime motivator for their employees. However, according to surveys by several different companies, money is consistently ranked five or lower by most employees. So if money is not the best way to motivate your team, what is? Employees' three most important issues according to employees are:

- \* Respect
- \* A sense of accomplishment
- \* Recognition

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# Question # 72

What's a time you exercised leadership?

#### Answer:

Depending on what's more important for the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable,". Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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### Question # 73



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

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 

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- 1: WASH Officer Frequently Asked Interview Questions and Answers Guide.
- 2 : Customer Relationship Officer Frequently Asked Interview Questions and Answers Guide.
- 3 : <u>Humanitarian Affairs Officer Frequently Asked Interview Questions and Answers Guide.</u>
- 4 : Service Engineer Frequently Asked Interview Questions and Answers Guide.
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