

INTERVIEW QUESTIONS FOR MOTORCOACH APPLICANTS FROM BISC MEMBERS FROM PAST YEARS

What is your driving experience?

How long have you held your current class of license?

How many years of professional driving experience do you have? List companies:

What model and make of bus have you driven?

What types of vehicles have you operated? How many years of experience in each?

What has been your longest away trip?

Are you willing to work overnight hours?

Do you have experience driving in larger cities?

What major cities have you toured in?

How well do you know the city and surrounding area? How are your navigation skills?

How did you decide on this type of work?

What were/are the circumstances concerning your leaving your current job?

Have you been to Canada before?

A motor coach operator is frequently unsupervised and needs to be a responsible employee and report problems and accidents. When in the past have you had to call in and explain something that wasn't good?

Tell me about past trips you have done to include some that have gone bad and some that have gone well and why do you think the trip was good or bad.

What do you think makes a good motor coach driver and what do you bring to the table that makes you a good coach driver?

What is your experience with providing exceptional customer service?

How do you provide excellent customer service on the job?

What was your most positive customer service experience? What made it positive/what did you learn from the experience?

Why do you think you would be able to help our company maintain our positive image?

How would you maintain a professional image as a driver?

What steps do you take to improve your work performance?

Tell me about a time when you had a conflict with a co-worker or a boss. How did you handle it and what was the outcome?

Describe a situation at work when you had to resolve a situation alone, without your supervisor's assistance.

How do you handle difficult customers? How would you deal with an upset passenger alone on your bus?

Our screening process involves both a drug and alcohol test, a criminal record check and reference checks. Do you foresee any problems with the results?

Our screening process also involves reference checks. Would you be able to provide 3 -5 professional references?

How did you hear about the driving position with our company?

What do you know about our company? (Did they do their research?)

What will you enjoy about being a driver with our company? (Self-awareness)

Describe a past work experience that prepares you for this position.

Explain what part of your work history best prepared you for motorcoach driver position.

Of all your jobs, which did you like best? Least? Why?

What kind of people do you like working with? Describe the kind of people that annoy you most.

Why do you think we should hire you? What strengths do you bring to this job? Be specific.

What do you expect from our company? How can we meet your needs?

What are two things you wish to avoid in the next job?

What hours of work do you prefer? Why?

What will your last supervisor tell me are your two weakest areas? Strengths?

What are your job goals for the next two years?

How does this job relate to your plans?

If you could make two improvements in your last job, what would they have been? Did you suggest these?

What did you do when your supervisor made a decision that you strongly disagreed with?

What are your plans for self-improvement? What specific improvements have you made this year?

What motivates you? What really gets you excited?

Do you work better in a group or alone? Why?

What is most important to you about your job? Why?

What kind of working environment do you prefer?

Have you worked a split shift before?

If you were to come across a safety hazard in the workplace, what would you do?

How would you handle a situation where you witnessed a coworker violating a work rule, company policy or law?

In order for an employee transportation system to run effectively, safety, on time performance and customer service are all required. Which of these three is the most important to you and why?

Describe a time when you avoided a hazardous situation or imminent danger while driving. What did you do and what was the result?

What skills or attributes should a "professional driver" possess that a regular motorist may not?

Are you seeking full time or part time work?

Are you willing to work evenings and/or weekends?

Have you worked/interviewed with our company previously? If yes, provide details

Are you willing to re-locate for a driving position? If yes, specify locations

If we were to offer you a position, when could you start?

Why do you want to work in the transportation industry?

Have you worked in other industries? What did you like more or less about them?

Think of a time when your plans were forced to change due to circumstances outside your control.

What was the situation? How did you handle the situation? What would you have done differently?

Think of a time when you were responsible for the safety of another person. How did you handle that situation?

What would you have done differently?

Tell me about a time when you have not followed proper safety procedures. What was the situation?

What was the result of not following safety procedures?

Describe a situation where you felt you needed to bend or break the rules in order to get a task done.

What was the situation? What was the result? Would you have done anything differently?

Think of a time when you had an important appointment at a particular time and were stopped in a traffic jam.

How did you handle that situation? What was the end result?

When you go to a store or restaurant, what are the things that you look for in great service?

Tell me about a time when you have had to deal with an angry or rude person? How did you handle it?

What was the result?

This job requires a great deal of responsibility for the coach, your passengers, and yourself. You will be your own boss on the road. Tell me why we would be able to rely on you to handle this type of responsibility every day.

If we were to hire you, our company would be making a major investment in you. Why should our company invest its time and money in you?

What do you think is the key to dealing successfully with other people?

Employers have certain responsibilities to those who they employ. If hired, what do you think is the most important responsibility that our company should make sure occurs to take care of for you?

Employees have certain responsibilities to those they work for. If hired, what can you assure me that you will make sure to take responsibility for on your end?

Tell us about a time when attention to detail was of critical importance to the success of your assignment.

What qualities do you think make for a good motorcoach driver and why?

Describe how you would handle a passenger who was causing a disruption on your bus?

How would you define defensive driving? - Tell us your opinion on the importance of defensive driving.

In what situations do you feel it is permissible to disregard the direction of a supervisor?