

Interview questions for Undergraduate Applicants

**Name of Applicant**:

**Date**:

**Purpose of the interview**

Your answers to the following questions will give us the opportunity to find out more about your background, character and motivation for this industry and this program. During your interview, we will question you on five different characteristics which we believe are vital for future mangers and leaders in the industry – Innovative Thinking, Hospitality Spirit, Internationalism, Leadership, and your future ambitions.

***Innovative Thinking***

*In order to be a successful manager it is important to be able to come up with new ideas, be creative and predict in advance guest’s needs – thinking outside the box is vital! An innovative mind helps you to solve problems you will come across in life*.

1. What qualities are required for innovative thinking?

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1. Innovation distinguishes between a leader and a follower. Please explain your understanding of this quote.

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1. Who is an innovator in your opinion and why?

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**Hospitality Spirit**

It is an important key that future managers and leaders possess the hospitality spirit! Being able to go that extra mile and exceed client expectations will make you stand out from the rest – accomplishing the extraordinary. Building lasting relationships is something that will be demanded of you every day.

1. Describe a key trend in the hospitality industry. How will this trend impact the hospitality industry?

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1. What challenges do you expect to face in the hospitality industry?

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1. Imaging you are working in the reception at a five-star hotel, one customer just complained to you about his experience in the hotel. How would you handle the situation?

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**International**

Within the hospitality industry you will be working with individuals from all over the world. While you are studying with us you will be on campus with almost 100 nationalities every semester. As a future leader we want to see what your viewpoint is on internationalism and how you will deal with different cultures.

1. What do you understand by culture shock? Have you ever experienced it? How did you deal with it?

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1. What would be your three top destinations for your internships and why?

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1. What languages do you speak and which ones would you like to learn/develop and why?

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**Leadership /5**

As a leader you will need to work as a team and motivate others. A leader is a person who has a vision, a drive and a commitment to achieve that vision, along with the skills to make it happen. Let's find out more about your leadership qualities.

1. Should a leader show or hide emotions? Why?

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1. Describe a time when you successfully led a group project. What in your option were the key aspects that made you succeed?

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1. Tell me about a time when you were part of a group and there was a conflict. What was your role, and how did you deal with the situation?

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**Final question:**

Why should Les Roches choose you? What could you contribute to Les Roches if we did?

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Signature: