

The Most Frequently Asked Questions and Answers During Job Interviews at Hotels in Bali

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Abstrak

Penelitian ini bertujuan agar dapat mengidentifikasi pertanyaan wawancara kerja yang paling sering ditanyakan dan jawaban selama wawancara kerja tersebut. Penelitian ini menggunakan metode kualitatif deskriptif, dengan pengumpulan data melalui kuesioner yang diberikan kepada tiga subjek dari Human Resources Department dan penelitian telah dilaksanakan yaitu Januari 2024 - Maret 2025. Penelitian ini diharapkan dapat memberikan wawasan mengenai jenis-jenis pertanyaan yang umum diajukan dalam wawancara kerja, serta membantu para pencari kerja dalam mempersiapkan jawaban yang lebih efektif dan sesuai dengan harapan pewawancara. Hasil Penelitian ini menunjukkan bahwa ada 27 pertanyaan yang paling sering ditanyakan dan jawabannya selama wawancara kerja di sebuah Hotel di Bali.

Kata Kunci: Jawaban, Pertanyaan yang Paling Sering Diajukan, Wawancara Kerja.

Abstract

This study aims to identify the most frequently asked job interview questions and answers during job interviews. This research uses a descriptive qualitative method, with data collection by distributing questionnaires to three subjects from the Human Resources Department. The research has been conducted from January 2024 - March 2025. This research is expected to provide insight into the types of questions commonly asked in job interviews, as well as help job seekers prepare answers that are more effective and in accordance with the expectations of the interviewer. The results of this study show that there are 27 most frequently asked questions and their answers during job interviews at Hotels in Bali.

Keywords: *The Answers, Most Frequently Asked Questions, Job Interviews.*

BACKGROUND OF THE STUDY

Job interviews are a critical stage in the recruitment process, designed to identify candidates who meet the company's needs. However, despite the numerous job openings available, many candidates fail to meet the company's criteria due to inadequate preparation before entering the workforce. A lack of knowledge or limited understanding frequently fails in this crucial stage. According to Taherdoost (2022), the importance of interviews is that they allow us to obtain detailed information about the applicant's experiences and how he or she describes them.

Recruiters utilize interviews to assess candidates' communication skills, ability to handle guest requests, and consistency in maintaining work standards. Selecting candidates with these competencies is vital to ensuring that the company's reputation is upheld amidst industry competition. Additionally, Human Resource Development (HRD) plays a critical

role in enhancing employees' skills and competencies, which is highly relevant in the context of job interview procedures. Effective HRD practices ensure that the recruitment process, including interviews, is structured and aligned with organizational goals, thereby facilitating the selection of candidates who meet the qualifications and fit the company culture (Kwortnik and Thompson, 2009).

Previous research has shown that job interviews follow certain patterns, such as the types of questions frequently asked and the responses provided by candidates. Ardiantari (2019) conducted a research on the interview questions asked by Human Resources Managers and possible answers to the job seekers in Anantara Seminyak Bali Resort and Indigo Seminyak Bali. The results of her research show that there are 19 questions and possible answers during job interviews. Her research can help job applicants to be able to prepare themselves before conducting a job interview. Furthermore, (Broisy et al., 2016) highlight the significance of verbal and non-verbal self-presentation during interviews, emphasizing that the fluency and timing of responses can greatly influence interview outcomes.

In the context of hospitality, the Human Resources (HR) department plays an important role in conducting job interviews to attract talent capable of supporting hotel operations. As a student who has completed a six-month internship program at the HR Department of one of the hotels in Bali, the author has gained firsthand insight into the dynamics of job interviews in the hospitality industry. The author notes that many job applicants fail in the interview process, despite this being a crucial stage for assessing their credibility. Based on the data obtained by the author during the internship period, there were 15 job vacancies at the hotel, with an average number of applicants of 31 people. Those who made it to the interview stage were 22 people. However, after conducting interviews with Human Resources Department employees, only 9 people made it through the interview process.

Seeing this phenomenon, the author intends to conduct research with the title the most frequently asked questions and answers during job interviews at hotels in Bali. This research aims to identify questions that are often asked by interviewers that are often answered incorrectly by candidates and result in candidates not being able to proceed to the next stage. As such, this research aims to help applicants better prepare for the questions asked so as to increase their chances of success.

METHOD

This study employs a qualitative research method. According to McCarthy and Perreault (2002), qualitative research is a type of inquiry aimed at obtaining in-depth information through an open approach that encourages varied responses. This method is not limited to simple "yes" or "no" answers but rather allows respondents to express their thoughts on a subject without strict guidance on how to respond. This research was conducted at a hotel in Bali. Located in Kuta and Seminyak area. The hotel was chosen because the author carried out an internship for 6 months and the hotel has a big influence in recruitment. This research was conducted from January 2024 to March 2025. This research aims to identify the most frequently asked questions and answers during hotel interviews, in the hope of providing insight for job applicants to better prepare themselves and reduce the phenomenon of failure at the interview stage. This research was conducted by distributing

questionnaires to Human Resources Department staff and managers to fill in the data required by the author.

FINDINGS AND DISCUSSION

The findings below present some of the most frequently asked questions by Human Resources Department staff and the answers to those questions during job interviews. The data is taken from a questionnaire posed to each of the Human Resources Department Staff at Fairfield by Marriott Bali Kuta Sunset Road.

Table 1. The Results of The Most Frequently Asked Questions and Answers During Job Interviews at Hotels in Bali.

No	Questions	Answers
1	How would you handle a situation where someone at work suggests a different way of doing things that goes against the established procedures? They believe their method is more effective. What would you do?	I will respect the experience of my employees and listen to their arguments. However, in my opinion, standardized procedures are created to guarantee consistency and safety. To ensure that we remain in compliance with company rules, I would suggest discussing alternative methods with our supervisors first before deciding to use them.
2	While giving a presentation, you encounter a difficult technical question that you cannot answer. How would you handle that situation?	I would stay calm and professional. I would thank the person for the question and be honest that I don't have the specific answer at the moment. I would assure them that I will consult with the relevant team and get back to them as soon as possible, this way, I maintain credibility and ensure that they receive accurate information.
3	Based on your previous work experience, what is the most significant action you have ever taken to assist a coworker?	A new coworker on my previous job had trouble understanding our reservation system. While I had my own duties, I offered to help them during my breaks. After a few days, they became more confident and effective in handling bookings.
4	Can you provide a specific example of a time when you gave a presentation about local culture in your previous job?	I created a presentation about local cultural experiences offered by our hotel at my previous job, tailored to a corporate client seeking unique team activities. The presentation resulted in a group booking of

more than 50 guests.

- 5 What work experiences, training, or qualifications do you possess that are relevant for working in a team-oriented environment?

I worked in a front office team where coordination was essential to make sure that guests were checked in and out smoothly, and I also participated in team building and conflict resolution training, which helped me communicate better and work effectively under pressure.
- 6 Can you describe a time when you successfully encouraged a customer or guest to make an immediate purchase or decision? What approach did you use?

I had a walk-in guest at my previous job who was unsure about booking a spa treatment. I noticed they were interested in the wellness brochure, so I went to them and explained the benefits of our signature massage, including the limited-time discount we offered that day. I also shared a brief story about another guest who had a great experience. The guest appreciated the information and decided to book the treatment right away.
- 7 What steps would you take to conduct a brainstorming session with a group of employees focused on safety?

I would first set a clear objective for the session, like finding common safety risks. Then, I would create a calm and open atmosphere where everyone could share ideas. I would use tools like sticky notes or whiteboards to collect input, group related ideas, and discuss the most practical ones for implementation.
- 8 What factors should you consider when developing a television advertising campaign?

I would consider the target audience, the message we want to deliver, the timing and frequency of the ad, and the visual and emotional appeal. It's also important to make sure the content is in line with the brand image and complies with advertising regulations.

- 9 What do you think you could do for this company? I believe I can contribute by delivering excellent service, supporting team collaboration, and maintaining the high standards of hospitality that Marriott is known for. I am also eager to bring fresh energy and a strong work ethic to help the team achieve its goals.
- 10 Why do you think I should employ you? I believe I can be an asset to your team because I have the right combination of skills, attitude, and passion for hospitality. I am committed to learning, I adapt quickly, and I always strive to exceed guest expectations.
- 11 What do you think you have to offer that other applicants for this job haven't? I bring a unique combination of strong interpersonal skills and a deep understanding of guest needs. I also have experience handling high-pressure situations with calmness and professionalism, which helps me maintain service quality even during busy times.
- 12 Were you able to improve efficiency in the organization where you previously worked? If so, can you quote percentage or dollar value? Yes, I suggested a digital pre-arrival form to help streamline the check-in process, which reduced guest waiting time by about 20% and improved front desk efficiency.
- 13 What significant achievement have you had in the past that you can bring to our company? I lead a guest feedback initiative that increased our online review scores by 15% in three months. I think this experience can also help raise guest satisfaction here.
- 14 Can you name the last specific accomplishment you achieved with a colleague and what was it? I worked with a colleague from housekeeping to handle a last-minute VIP room request. We coordinated quickly and made sure the room was ready with personalized touches, which resulted in positive guest reviews.
- 15 Tell me about a time when your schedule was interrupted by an unforeseen circumstance. How did you handle that? Unexpectedly, a colleague was called in sick during a shift. I volunteered to adjust my break and cover the front desk until help

- arrived. I prioritized guest needs and made sure operations continued smoothly.
- 16 Over the years, you've probably been in a situation of conflict with a coworker. How did you resolve it? I once had a disagreement with a coworker about shift responsibilities. I got them to talk one-on-one, heard their concerns, and we came up with a fair solution. After that, our communication was much better.
- 17 The interviewer will outline a scenario, which could be anything from a staff member stealing products to catching the boss picking up a closet broom with his secretary. He will then ask, "How would you handle this situation?" I would follow the proper procedure and report the situation to my supervisor or HR. I believe that maintaining company laws and ensuring fairness for every employee is very important.
- 18 Why did you leave the previous company? I left in search of new obstacles and opportunities to thrive in a more dynamic hospitality environment like this. Although I am grateful for what I learned, I am ready to move on with my career.
- 19 What is your perception of the day-to-day role as a site supervisor? A site supervisor helps the team, handles guest concerns, and maintains service standards, and acts as a bridge between staff and management to ensure goals are met. They also ensure smooth daily operations.
- 20 What motivates you? What are you passionate about? I often participated in new employee training programs at previous companies. I was responsible for ensuring that they were ready to work and felt welcome. I designed an interactive onboarding module and did informal mentoring. Their adaptation rate became better, and the feedback from Human Resources was positive. Being able to help others and feeling appreciated keeps me motivated.
- 21 Not everyone agrees all the time. My colleague and I disagree on the

- Have you had a peer, teammate, or friend disagree with you? What did you do?
- content approach when strategizing promotional media. We need to determine the most representative visual theme. I held an open idea evaluation session where we compared audience data and combined ideas. The campaign became more effective, and the team felt heard. I believe that cooperation starts from respecting each other's perspectives.
- 22 Give an example of a time you have gone over and above to achieve something. Why was it important for you to achieve this?
- While working at the front desk of a four-star hotel, we received groups of foreign tourists who arrived earlier than their check-in schedule. As the front desk clerk, it was my job to make sure they were comfortable even though the rooms were not ready. I immediately communicated with housekeeping to expedite the cleaning of some very important rooms. I invited guests to enjoy a welcome drink in the lounge while providing any travel information they needed. In addition, I used the translation app to help some members who needed language assistance.
- The customers felt very taken care of and left positive reviews about it on the online reservation platform. One of them even extended his stay and recommended the hotel to his associate travel agent. Guest experience affects hotel reputation and customer loyalty, so this is important to me.
- 23 Sometimes things dont always go to plan. Describe a time when you failed to meet a deadline or personal commitment. What did you do? How did that make you feel?
- Due to the sheer volume of tasks I had to complete, I was late finishing the data analysis report for the HR team. The report was crucial for the monthly review, and I immediately reported the delay to my supervisor, asked for help, and

- rearranged my schedule. Within 24 hours, the report was completed, and I was given a critique on time management. I was disappointed, but I learned about the importance of communication and healthy work boundaries.
- 24 In work, thinking fast is critical. What qualifies you for this? Provide an example. I was working as a guest service representative at a resort hotel when a sudden power outage occurred in one of the guest room areas that was full. To avoid many complaints, I was responsible for maintaining guest comfort and providing a quick solution. I immediately contacted engineering for technical repairs while diverting guests to the lounge with complimentary drinks. I also immediately notified housekeeping and F&B to adjust the service. The guest still felt well-served, and he even praised how the staff worked together to handle the urgent situation. The technical problem was successfully resolved within 30 minutes without reporting the issue to management.

OTHERS:

- 25 What can you tell me about yourself? I have experience in hospitality management and have been working as a customer relations representative in a four-star hotel for the past two years. I thoroughly enjoy this role as it allows me to interact directly with guests, proactively resolve issues, and create a positive stay experience. Successfully handling a VIP guest's complaint about transportation services was one of the most memorable experiences. I immediately took the initiative to adjust the driver's schedule and

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| | | pay for the service, which resulted in positive reviews and repeat reservations from the guest. |
| | | I am known as a friendly person, quick to adjust, and very attentive to details, all qualities that I consider essential for this position. I am currently looking for a new job in a workplace that values high-quality service and solid teamwork. |
| 26 | How much salary do you expect? Is it commensurate with your skills? | expect a salary that is in line with the industry standard and reflects my skills and experience. Based on my previous roles and the responsibilities of this position, I believe a fair range would be between IDR 5 to 6 million. However, I'm open to discussing this further. |
| 27 | Have you ever experienced difficulties communicating with your coworkers? | Yes, during my internship, I worked with a coworker who preferred to communicate via messages, but I found face-to-face conversations more effective. At first, it caused some misunderstandings, but I made an effort to explain tasks and change my way of thinking to suit their style. It improved our cooperation. |

The table above shows that there are 27 questions most frequently asked by the Human Resources Department and their answers during job interviews. This can help the author to classify based on the category of the questions. There are eight questions according to Campion et al (1997), eleven questions according to Rowe (2000), five questions according to Jayaratne and Jayatilleke (2021), and three questions asked by the Human Resources where the research was conducted. This section presents some of the questions that have been categorized as follows:

Situational Questions

Situational questions to see the candidate's ability to create work scenarios that require decision-making, but also to test the candidate's judgment and communication when working under pressure. Based on the data above, there are 4 Situational questions that are

frequently asked and answered during the job interview process. Below are 2 examples of situational questions and their answers:

- a. How would you handle a situation where someone at work suggests a different way of doing things that goes against the established procedures?

Answer: I will respect the experience of my employees and listen to their arguments. However, in my opinion, standardized procedures are created to guarantee consistency and safety. To ensure that we remain in compliance with company rules, I would suggest discussing alternative methods with our supervisors first before deciding to use them.

- b. How would you respond if someone asked you a question during a presentation or discussion that you didn't know the answer to?

Answer: I would stay calm and professional. I would thank the person for the question and be honest that I don't have the specific answer at the moment. I would assure them that I will consult with the relevant team and get back to them as soon as possible, this way, I maintain credibility and ensure that they receive accurate information.

These are candidates who demonstrate maturity and responsibility by not acting impulsively. They show that there is a balance between respecting coworkers and adhering to proper protocols. They also demonstrate the ability to communicate well and make decisions, which is very important in a teamwork environment.

Past Behavioral Questions

Past Behavioral questions can help assess the candidate's performance on real examples in previous experiences and this can help assess the amount of contribution the candidate will make to the company in the future. Based on the data above, 15 past behavioral questions are frequently asked and answered during the job interview process. Below are 2 examples of past behavioral questions and their answers:

- a. Based on your previous work experience, what is the most significant action you have ever taken to assist a coworker.

Answer: A new coworker on my previous job had trouble understanding our reservation system. While I had my own duties, I offered to help them during my breaks. After a few days, they became more confident and effective in handling bookings.

- b. Have you ever experienced difficulties communicating with your coworkers?

Answer: Yes, during my internship, I worked with a coworker who preferred to communicate via messages, but I found face-to-face conversations more effective. At first, it caused some misunderstandings, but I made an effort to explain tasks and change my way of thinking to suit their style. It improved our cooperation.

Human Resources Department wants to see real results in the collaboration, about how the candidate's role in the team and the results of cooperation achieved together.

Background Questions

Background questions help employers learn about the candidate's education, work, and previous experience. This will help interviewers ask questions that are relevant to the position being applied for and whether it is related to the candidate's previous experience. Based on the data found, there are 9 most frequently asked background questions and their answers during the interview process. Below are 2 examples of background questions and their answers:

- a. What work experiences, training, or qualifications do you possess that are relevant for working in a team-oriented environment?

Answer: I worked in a front office team where coordination was essential to make sure that guests were checked in and out smoothly, and I also participated in team building and conflict resolution training, which helped me communicate better and work effectively under pressure.

- b. What can you tell me about yourself?

Answer: I have experience in hospitality management and have been working as a customer relations representative in a four-star hotel for the past two years. I thoroughly enjoy this role as it allows me to interact directly with guests, proactively resolve issues, and create a positive stay experience. Successfully handling a VIP guest's complaint about transportation services was one of the most memorable experiences. I immediately took the initiative to adjust the driver's schedule and pay for the service, which resulted in positive reviews and repeat reservations from the guest. I am known as a friendly person, quick to adjust, and very attentive to details, all qualities that I consider essential for this position. I am currently looking for a new job in a workplace that values high quality service and solid teamwork.

The purpose of this question is that the Human Resources Department wants to know the practical experience and relevant training of the candidate, showing a willingness to collaborate.

Job Knowledge Questions

This section also includes the extent to which the candidate understands their job description, responsibilities, and how much the candidate knows about the company they are applying to. Based on the data above, there are 2 most frequently asked job knowledge questions and their answers during the interview process. Below are the 2 job knowledge questions and their answers:

- a. What factors should you consider when developing a television advertising campaign?

Answer: I would take into account the target audience, the message we want to deliver, the timing and frequency of the ad, and the visual and emotional appeal. It's also important to make sure the content is in line with the brand image and complies with advertising regulations.

- b. What is your perception of the day-to-day role as site supervisor?

Answer: A site supervisor helps the team, handles guest concerns, and maintains service standards, and acts as a bridge between staff and management to ensure goals are met. They also ensure smooth daily operations.

Campion et al. (1997) explained that job knowledge questions have high validity in technical or professional positions, as they require candidates to demonstrate a functional understanding of the work context. Although this question is conceptual and not behavior-based, it is still relevant in the selection process to evaluate job fit and practical skills.

Based on the classification and analysis, it can be concluded that the questions most frequently used by the Human Resources Department (HRD) in job interviews at hotels in Bali are past behavioral and situational questions. This shows that the company is more interested in knowing how candidates face real challenges and solve work problems based on previous experience. This approach is in line with the dynamic nature of the hospitality industry, which demands quick responses, interpersonal skills, and resilience in dealing with various service and operational conditions.

CONCLUSION

Based on the research results, it was found that there were 27 questions most frequently asked by the Human Resources Department to candidates during the job interview process at hotels in Bali. These questions covered various important aspects in the hospitality industry, ranging from personal motivation, previous work experience, response to pressure, problem-solving skills, teamwork, to attitudes toward work ethics and interpersonal communication. The answers provided by candidates demonstrate diverse approaches and communication styles, ranging from direct narratives to the use of systematic structures such as the STAR technique (Situation, Task, Action, Result), which facilitates Human Resources Department in evaluating the quality and readiness of applicants more objectively. The findings of this study provide a concrete overview of the form and content of questions, as well as the characteristics of answers commonly encountered in job interviews within the hospitality sector. It also serves as a practical reference for job seekers, HR practitioners, and academics in understanding the dynamics of employee selection in the competitive and service-oriented hotel environment..

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