

Interview questions that could come up for roles at the London Designer Outlet

You can find some typical interview questions and how to answer them here on the [National Careers Service website](#).

Some other questions that could come up for roles at the London Designer Outlet might be:

Customer service/retail/front of house restaurant:

- Who are our main competitors?
- Can you tell us about a time when you have provided excellent customer service?
- Can you tell us about a time when you dealt with a difficult customer?
- What do you like about our products?
- What would you do in a scenario where your colleague is having an argument with a customer?
- What does good customer service mean to you?
- Can you tell me about a time when you have been working under pressure and things have gone wrong?
- What do you think a typical day in this role will involve?
- Why you want to work with this shop/restaurant?
- What is your availability for work/ can you be flexible for evening and weekend work?
- Can you tell us about a time when you have applied equal opportunities and diversity policies?
- Do you have proof of right to work in the UK?

Restaurant/Café kitchen staff

- Tell me about a time when you have worked under pressure to meet deadlines. What did you do?
- What does a good team look like for you?
- What is your favourite meal?
- What do you like about the food at XXXXX?
- What parts of this job do you think you will find most difficult?
- Can you tell me about a time when you have applied the principles of food hygiene and safety in the work place?
- Can you tell me about a time when you have been working under pressure and things have gone wrong?

- What is your availability for work/ can you be flexible for evening and weekend work?
- Do you have proof of right to work in the UK?

Cleaner

- Why do you want this job?
- What does good customer service mean to you?
- Can you tell me about a time when you worked in a team?
- What is your availability for work/ can you be flexible for evening and weekend work?
- Why is it important to follow health and safety procedures in this role?
- Do you have proof of right to work in the UK?

Security

- Do you have a valid SIA license? Which type?
- Can you provide a five year employment history with no gaps of more than 30 days?
- Can you provide a five year address history with no gaps of more than 30 days?
- Can you provide proof of right to work in the UK and of your current address?
- Do you have any convictions?
- Can you tell me about a time when you have dealt with a difficult customer?
- What does good customer service mean to you?
- What do you think the main challenges that the security team at the London Designer Outlet will face are?