



SITUATIONAL INTERVIEW QUESTIONS

Situational interview questions are designed to assess how candidates might handle specific challenges or scenarios in the workplace. These questions typically begin with “What would you do if...” or “How would you handle...” and focus on your problem-solving abilities and decision-making processes. These questions vary depending on the industry and role. Here are some industry-specific examples:

Healthcare

- How would you handle a situation where a patient refuses treatment?
- What would you do if you noticed a colleague making a serious medical error?
- How would you prioritise multiple emergency cases arriving at the same time?

Retail and customer service

- A customer is unhappy with a product and is demanding a refund outside the policy — how do you handle it?
- How would you manage a long queue of customers while ensuring excellent service?
- What steps would you take if a coworker was consistently late for their shift, affecting your workload?

Sales and marketing

- You’ve just lost a major client — how would you approach winning them back?
- How would you handle a situation where you had to pitch a product to an uninterested potential client?
- What would you do if you realised you had set unrealistic sales targets for yourself?

Information technology (IT)

- A client is frustrated because their software isn’t working — how would you troubleshoot the issue?
- What would you do if a major security vulnerability was discovered in a system you helped develop?
- How would you handle a situation where a project deadline is at risk due to an unexpected technical problem?

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Finance and accounting

- How would you deal with a client who insists on an investment strategy you believe is too risky?
- What would you do if you noticed a discrepancy in financial reports that could indicate fraud?
- How would you prioritise multiple urgent financial audits?

Education and training

- A student is struggling to keep up with coursework and is becoming disengaged — how would you help?
- How would you handle a parent who disagrees with your teaching methods?
- What would you do if you had to manage a classroom disruption caused by a conflict between students?

Engineering and construction

- A project is behind schedule due to supplier delays — how would you manage the situation?
- How would you handle a safety violation you witnessed on-site?
- What steps would you take if a team member was not following project specifications?

Hospitality and tourism

- How would you manage an overbooked hotel situation with an angry guest demanding a room?
- What would you do if a customer complained about slow service during peak hours?
- How would you handle a food safety concern raised by a customer in a restaurant?

Using the STAR method for perfect answers

The STAR method is an effective technique for answering situational interview questions. It stands for:

- **Situation/Task:** Describe the context or problem you faced.
- **Action:** Explain the actions you took or would take to address the issue.
- **Result:** Share the outcome of your actions, emphasising positive results.