

102 Restaurant Manager Interview Questions to Hire Top Talent

Questions

1. Tell me about a time you had to learn something new quickly. How did you do it?
2. Imagine a customer is really unhappy with their meal. What do you do?
3. Why do you want to be a restaurant manager, even though you're just starting out?
4. How would you describe good teamwork in a restaurant?
5. What's your favorite thing about going to restaurants? What makes a restaurant great?
6. If you saw a coworker not following the rules, what would you do?
7. What do you think is the most important thing to keep a restaurant running smoothly?
8. How would you handle a situation where you're super busy and lots of people need help?
9. What does 'customer service' mean to you in a restaurant?
10. Tell me about a time you had to solve a problem. What steps did you take?
11. How would you motivate a team that seems tired or bored?
12. What are some ways to make sure the restaurant is clean and safe?
13. If you could create one new rule for a restaurant, what would it be and why?
14. How do you feel about working nights and weekends?
15. What's one thing you're really good at that would help you as a restaurant manager?
16. How would you keep track of how much food the restaurant is using?
17. Suppose two employees are arguing loudly in front of customers. How do you resolve this?
18. What are your thoughts on using technology to improve restaurant operations?
19. Describe a time when you had to make a difficult decision under pressure.
20. How important do you think it is for a restaurant manager to know all the jobs in the restaurant?
21. What are some strategies you would use to reduce food waste in a restaurant?
22. How would you ensure that all employees are following health and safety regulations?
23. How do you think a restaurant can create a positive and welcoming environment for its employees?
24. What steps would you take to ensure that all customer orders are accurate and delivered promptly?
25. Tell me about a time you had to learn something new quickly. How did you approach it, and what was the outcome?
26. Describe a situation where you had to deal with a difficult customer. What did you do to resolve the issue?
27. Imagine a co-worker isn't pulling their weight. How would you address this situation, keeping in mind you're a junior manager?
28. What are your thoughts on the importance of teamwork in a restaurant environment, and how would you foster it?
29. How do you stay organized when you have multiple tasks to juggle at once?
30. What's your understanding of basic food safety principles, and why are they important?
31. Can you give an example of a time you made a mistake and how you learned from it?
32. If you noticed a potential safety hazard in the restaurant, what would you do?
33. How would you describe your communication style, and how do you adapt it to different people?
34. What motivates you to work hard in a fast-paced restaurant setting?
35. How do you handle stressful situations, and what coping mechanisms do you use?
36. What is your experience with handling cash and operating a point-of-sale (POS) system?
37. Describe your favorite restaurant experience (other than this one!) and what made it so enjoyable. What did the manager do well?
38. How do you define excellent customer service, and what steps would you take to ensure it's consistently provided?
39. If you saw a team member violating company policy, what would you do?
40. What steps do you think are important for creating a positive and productive work environment for your team?
41. How familiar are you with inventory management, and what's one way you would help reduce waste?
42. Tell me about a time when you had to think on your feet and solve a problem quickly. What was the situation, and what was your solution?
43. In your opinion, what are the three most important qualities of a successful restaurant manager?
44. How do you stay up-to-date with the latest trends and developments in the restaurant industry?
45. Describe your experience with inventory management systems and how you've used them to reduce waste and improve efficiency.
46. How would you handle a situation where a customer has a severe allergic reaction to a dish, even though the ingredients were listed on the menu?
47. Explain your approach to training and developing a new server who is struggling to learn the menu and provide excellent customer service.
48. What strategies have you used to increase table turnover without rushing or alienating customers?
49. Describe a time you had to deal with a significant equipment malfunction during a busy service. What steps did you take to resolve the issue and minimize disruption?
50. How do you stay current with the latest food safety regulations and ensure your team is compliant?
51. Imagine a scenario where two cooks are arguing heatedly in the kitchen. How would you intervene and resolve the conflict while maintaining a productive work environment?
52. What metrics do you track to measure the success of a promotion or special menu item, and how do you use that data to make adjustments?
53. How do you handle scheduling to ensure adequate staffing levels while minimizing labor costs?
54. Explain your experience with managing online ordering and delivery services. What are the biggest challenges and how do you overcome them?
55. Describe a time you had to implement a new policy or procedure that was unpopular with the staff. How did you gain their buy-in and ensure compliance?
56. How do you use customer feedback (both positive and negative) to improve the restaurant's operations and service?
57. What is your approach to handling cash handling and preventing theft or errors?
58. How do you motivate your team during slow periods or when morale is low?
59. Describe your experience with managing catering events or large parties.
60. How would you handle a situation where a VIP guest arrives without a reservation and the restaurant is fully booked?
61. What strategies do you use to build relationships with regular customers and encourage repeat business?
62. How do you ensure consistency in food quality and presentation across all shifts?
63. Explain your experience with managing bar operations, including inventory, cocktail creation, and responsible alcohol service.
64. Describe a time you had to make a difficult decision that negatively impacted a staff member. How did you handle the situation with empathy and professionalism?
65. How do you handle customer complaints about the taste or quality of the food?
66. What is your experience with managing a restaurant's social media presence and online reputation?
67. How do you ensure that all staff members are aware of and adhere to the restaurant's dress code and hygiene standards?
68. Describe your experience with conducting performance reviews and providing constructive feedback to employees.
69. How would you go about investigating and resolving a customer complaint that was escalated to your attention?
70. What methods do you use to reduce employee turnover and create a positive work environment?
71. How do you handle situations where a staff member is consistently late or absent from work?
72. What is your approach to dealing with difficult or intoxicated customers?
73. How do you handle a situation where you suspect a staff member is engaging in illegal activity, such as theft or drug use?
74. Describe your experience with creating and managing a restaurant budget.
75. Describe a time you turned a struggling restaurant around. What were the key steps?
76. Tell me about a time you had to deal with a very unhappy customer. What did you do, and what was the outcome?
77. How do you handle conflict between kitchen and front-of-house staff?
78. What strategies have you used to improve employee retention?
79. Explain your experience with creating and managing a restaurant budget.
80. Describe your approach to inventory management and waste reduction.
81. How do you stay up-to-date with current food trends and customer preferences?
82. Share an experience where you implemented a new system or process to improve restaurant efficiency.
83. What is your experience with training and developing restaurant staff?
84. How would you handle a situation where a key employee suddenly quits?
85. Describe your experience with marketing and promoting a restaurant.
86. What is your approach to ensuring food safety and hygiene standards are met?
87. Explain how you would deal with a negative online review.
88. How do you motivate a team during a particularly busy or stressful period?
89. What experience do you have with managing restaurant renovations or expansions?
90. Tell me about a time you had to make a difficult decision that affected your staff.
91. How do you measure and track key performance indicators (KPIs) in a restaurant?
92. What is your experience with negotiating contracts with suppliers?
93. Describe your approach to handling cash and preventing theft in a restaurant.
94. How would you address a situation where you suspect an employee is under the influence of drugs or alcohol?
95. Explain your experience with implementing and managing a loyalty program.
96. How do you ensure consistent food quality and presentation?
97. Describe your experience working with different types of restaurant technology (POS systems, online ordering platforms, etc.).
98. What strategies have you used to reduce costs without compromising quality?
99. Tell me about a time you had to adapt to a significant change in the restaurant industry.
100. How do you create a positive and inclusive work environment for your staff?
101. Describe your experience with managing catering or special events.
102. How do you balance customer satisfaction with profitability?