



Interview Guide

Position _____

Job Requirements Summary _____

Applicants Name _____

AMTRAN Statistics

AMTRAN – Oldest Bus Authority in the state.

Vehicles Fleet – 26 / 4 styles and types

Bus Operators – 30/22 full time and 8 Part time

Maintenance Staff – 7 full time

Management/Supervisors /Admin Support - 9

Nearly 5 Million Dollar budget

Service Area – 25 square miles/Altoona and Hollidaysburg

599,000 Passenger a year

Fixed Route Service – 13/six days a week/Monday thru Saturday/ 5:50 to 10:40 daily

Trippler Route Service – 9 Morning and 9 Afternoon Routes / Monday thru Friday

Interview Questions

1. What interested you in applying for a position at AMTRAN?

2. What would you consider to be the most positive and important attributes to bring to the job?

3. What do you believe is the core knowledge, skill, or ability that determines a successful Bus Operator?

4. What are the behaviors, skills, knowledge and motivations that possess and/or drives you to succeed

5. Give me an example of when you were a good role model for another person that you worked with. Explain.

6. In your professional career, what determines if you have respect for others and others have respect for you?

7. When confronted by someone who is angry or disagrees with you or uses inappropriate behavior or language (either a customer or co-worker), what would you do to handle the situation.

8. How do you handle stressful situations? Give me an example of the last stressful situation you were in and you handled the situation.

9. Give me an example of a situation where you made a mistake in life or on the job. What did you learn from this experience? (Does the applicant accept responsibility and learn from the mistake or are they trying to make the mistake seem meaningless?)

10. Question?

Overall Rating: After the interview, rate the applicant on the following items.

Rate Scale 5 = Excellent match, much more than acceptable 4 = High/Good, more than acceptable 3 = Acceptable/Satisfactory, 2 = Less than acceptable, 1 = Unacceptable/Unsatisfactory

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|--|---|---|---|---|---|
| 1. ORAL COMMUNICATION SKILLS | 5 | 4 | 3 | 2 | 1 |
| 2. LISTENING SKILLS | 5 | 4 | 3 | 2 | 1 |
| 3. INTERPERSONAL SKILLS | 5 | 4 | 3 | 2 | 1 |
| 4. ABLE TO LEARN NEW THINGS, TEACHABLE, TRAINABLE | 5 | 4 | 3 | 2 | 1 |
| 5. GOOD DECISION MAKER, DECISION MAKING ABILITY | 5 | 4 | 3 | 2 | 1 |
| 6. STRENGTH OF PERSONALITY(gain respect/respect others) | 5 | 4 | 3 | 2 | 1 |
| 7. ABILITY TO WORK WITH AGENCY PERSONAL, TEAM PLAYER | 5 | 4 | 3 | 2 | 1 |
| 8. ABILITY TO HANDLE STRESSFUL SITUATIONS | 5 | 4 | 3 | 2 | 1 |
| 9. ABILITY TO MULTITASK | 5 | 4 | 3 | 2 | 1 |
| 10. DEALING WITH CONFRONTATION, DISAGREEMENTS | 5 | 4 | 3 | 2 | 1 |
| 11. SELF MOTIVATED, GOOD WORK ETHIC | 5 | 4 | 3 | 2 | 1 |
| 12. ORGANIZATIONAL SKILLS, ATTENTION TO DETAILS | 5 | 4 | 3 | 2 | 1 |
| 13. CUSTOMER SERVICE SKILLS | 5 | 4 | 3 | 2 | 1 |
| 14. SAFETY CONCSCIOUS, SAFETY AWARENESS | 5 | 4 | 3 | 2 | 1 |

SUMMARY OBSERVATIONS

Strengths:

Shortcomings:

RECOMMENDATION: Hire ____ Consider ____ Do Not Hire ____

Why?

Interviewer/Evaluator Name _____ Date: _____