

FEC Hiring Question Toolkit

Pre-Screening & Interview Questions for Attractions
& Family Entertainment Centers



PRE-SCREENING QUESTIONS

Use these on your application form or in a quick phone screen to filter early.

Availability & Commitment

- What days and times are you available to work?
- Are you available on weekends, evenings, and public holidays?
- Do you have any planned vacations or school obligations in the next 3 months?
- How many hours are you hoping to work each week?

Work Eligibility

- Are you legally allowed to work in this country?
- Are you under 18? If yes, do you have a valid work permit?
- Are you able to get to work reliably without depending on someone else?

Attitude & Reliability

- Have you ever worked in a role where you interacted with customers?
- How do you handle being in a fast-paced environment?
- If you can't make it to a shift, what would you do?



INTERVIEW QUESTIONS

Use these to assess attitude, reliability, and customer service mindset.

Customer Service & Personality

- Tell me about a time you had to deal with a difficult person. How did you handle it?
- What do you think makes a great customer experience in a place like this?
- What would you do if a child got separated from their parent in the park?
- How would you make sure each guest has a fun and safe experience?

Teamwork & Accountability

- Have you ever worked with a team? What role did you usually play?
- What would you do if a teammate wasn't doing their part during a shift?
- How do you feel about doing tasks that are repetitive (like cleaning or ticket scanning)?
- Describe a time you made a mistake at work or school. What did you learn?

Reliability & Communication

- What would you do if you were running late for your shift?
- If your manager isn't available, how would you solve a small problem on your own?
- Are you comfortable picking up last-minute shifts or helping cover for a sick teammate?

Motivation & Fit

- Why do you want to work here specifically?
- What are you hoping to get out of this job?
- What does "fun but professional" mean to you?
- What would make you excited to come to work every day?



BONUS ACTIVITIES (OPTIONAL)

Scenario Roleplay

"You're working the prize counter and a parent becomes impatient. How do you handle it?"

Practical Task

"Explain the safety rules of a ride to a 10-year-old."

Culture Fit Prompt

"If you saw a teammate break a rule, what would you do?"

SUMMARY: WHAT YOU'RE SCREENING FOR

Category

Availability

Attitude

Accountability

Customer Focus

Cultural Fit

What You Learn

Weekend/holiday coverage readiness

Positivity, guest energy, coachability

Reliability and self-management

Confidence in guest-facing situations

Safety, fun, team collaboration mindset