



Hospitality Interview Guide 2026

Helping Hospitality Professionals Succeed at Every Interview

By Piccadilly Hospitality

Introduction

An interview is more than answering questions—it's your opportunity to demonstrate your professionalism, personality, and passion for hospitality. Whether you're applying for your first hospitality role or interviewing for a senior management position, preparation can make all the difference.

This guide shares practical advice to help you present yourself with confidence and leave a lasting impression.

Before the Interview

Preparation is key.

Take time to:

- Research the company and its values.
- Read the job description carefully.
- Understand the menu, concept, or style of service.
- Plan your journey and arrive 10–15 minutes early.
- Bring copies of your CV and any relevant qualifications.
- Dress professionally and appropriately for the role.

First Impressions Matter

Employers often form an impression within the first few minutes.



Remember to:

- Smile and make eye contact.
- Offer a confident handshake if appropriate.
- Be polite to everyone you meet.
- Show enthusiasm for the opportunity.
- Speak clearly and confidently.

Professionalism starts the moment you walk through the door.

Common Interview Questions

Be prepared to answer questions such as:

- Tell us about yourself.
- Why do you want to work here?
- What experience do you have?
- What are your strengths?
- Tell us about a challenge you've overcome at work.
- How do you work under pressure?
- Describe a time you delivered excellent customer service.
- Where do you see yourself in five years?

Use real examples from your experience whenever possible.

Kitchen Interviews

If you're interviewing for a chef position, expect questions about:

- Food safety and hygiene.



- Stock control and waste reduction.
- Menu development.
- Team leadership.
- Service under pressure.
- Allergen awareness.
- Cost control.
- Kitchen organisation.

Some employers may also ask you to complete a practical cooking assessment.

Front of House Interviews

Expect questions around:

- Customer service.
- Handling complaints.
- Upselling techniques.
- Teamwork.
- Communication.
- Working under pressure.
- Attention to detail.

Hospitality employers value confidence, positivity, and excellent communication.

Questions to Ask the Employer

At the end of the interview, ask thoughtful questions such as:

- What does success look like in this role?



- What training opportunities are available?
- How would you describe the team culture?
- What are the biggest challenges facing the business?
- What opportunities are there for career progression?

Good questions demonstrate genuine interest.

Interview Mistakes to Avoid

Avoid:

- Arriving late.
- Speaking negatively about previous employers.
- Interrupting the interviewer.
- Giving one-word answers.
- Appearing unprepared.
- Using your phone during the interview.
- Exaggerating your experience.
- Forgetting to ask questions.

Honesty and professionalism are always appreciated.

After the Interview

Before leaving:

- Thank the interviewer for their time.
- Reconfirm your interest in the role.
- Ask about the next steps.



If you haven't heard back within the agreed timeframe, it's perfectly acceptable to send a polite follow-up email.

Final Tips

Remember:

- Be yourself.
- Be honest.
- Show enthusiasm.
- Highlight your achievements.
- Demonstrate a willingness to learn.
- Let your passion for hospitality shine through.

Confidence comes from preparation.

Need Career Advice?

At Piccadilly Hospitality, we're committed to helping hospitality professionals find rewarding careers with employers where they can thrive.

Whether you're looking for your next chef role, management position, front-of-house opportunity, or private household placement, our team is here to support you every step of the way.

Contact us:

info@piccadillyhospitality.com

Piccadilly Hospitality

Building Lasting Partnerships Across Hospitality.