

- Tell me about yourself

ANSWER THIS: Hello, my name is JINNO. I am currently working as a bartender. My main job is to prepare and serve drinks to guests. I also help my team during busy hours and make sure the bar area is clean and organized. I am used to working in a fast-paced environment. I applied as a Beverage Runner because I want to learn cruise ship service and follow company standards.

- What do you know about Holland America Line?

ANSWER THIS: Holland America Line is a cruise company that started in 1873 in the Netherlands. It is known for good service, quality food, and comfortable ships. The company is a premium cruise line and focuses on guest satisfaction. Holland America Line also values teamwork and professional service.

- Why do you want to work for Holland America Line?

ANSWER THIS: I want to work for Holland America Line because it has a good reputation for service and training. I believe this company can help me improve my skills and grow in my career. I also like that the company focuses on quality and guest experience.

- Name the ships of Holland America Line

ANSWER THIS: Holland America Line has 11 ships: Rotterdam, Nieuw Statendam, Koningsdam, Eurodam, Nieuw Amsterdam, Zuiderdam, Westerdam, Oosterdam, Noordam, Volendam, and Zaandam.

- What do guests expect from Holland America Line?

ANSWER THIS: Guests expect good service, clean ships, good food, and friendly crew.

- Why should we hire you?

ANSWER THIS: You should hire me because I am hardworking, reliable, and willing to learn. I have experience in beverage service as a bartender, so I understand drink handling and guest service. I work well with a team and I can follow rules and standards.

- Why did you apply as a Beverage Runner?

ANSWER THIS: I applied as a Beverage Runner because I know that cruise ship service is different from land-based work. I want to start in a position where I can learn the system, workflow, and standards. I am open to learning and growing within the company.

- How do you handle pressure?

ANSWER THIS: When work is busy, I stay calm and focused. I do my tasks step by step and communicate with my team. I am used to pressure from my bartender job, so I know how to work fast while keeping good service.

- How do you handle guest complaints?

ANSWER THIS: I listen to the guest carefully and stay polite. I say sorry for the inconvenience and try to help right away. If the problem is not within my role, I report it to my supervisor to make sure the guest is satisfied.

- Why do you want to work on a cruise ship?

ANSWER THIS: I want to work on a cruise ship to gain international experience and improve my service skills. I also want to support my family and build a stable career. Working on a cruise ship will help me grow both personally and professionally.

- 5 years from now, how do you see yourself?

ANSWER THIS: I want to be more experienced and possibly move to a higher position in the beverage department. I want to continue learning and helping the company.

- What are the duties of a Beverage Runner?

ANSWER THIS: The duties of a Beverage Runner include delivering drinks to guests on time, helping bartenders during busy hours, restocking supplies, and keeping the service area clean. The Beverage Runner also helps ensure smooth and fast beverage service.

- What kind of service do guests expect on Holland America Line?

ANSWER THIS: Guests expect friendly, professional, and consistent service. They expect crew members to be polite, helpful, and attentive at all times.