

Sample Interview Questions

Lifeguard, Pool Manager & Situational Questions

Lifeguard Questions

1. Please tell us about yourself, including your training and experience? What certifications are you current in?
2. Why do you believe that you would make an excellent lifeguard for the city?
3. What are the most important items to have at your pool before your shift begins?
4. What is the definition of integrity and how does it relate to your job in which you are applying for?
5. What are some of your interests/hobbies?
6. Who is your greatest mentor in life? Why?
7. Please tell us about any past experiences you have had working with Aquatic Programs, paid or volunteer - especially those that relate to the position for which you have applied.
8. What are important qualities to have when working with children?
9. What would you say makes a successful aquatics program?
10. If we called a previous employer or teacher how would they describe you?
11. Why should we hire you for this position?
12. Pick 3 of the following words that describe you best and tell us why:

Fun	Leader	Loud
Shy	Patient	Willing to help out
Busy	Calm	Anxious
Smiling	Encouraging	Quiet
Follower	Improvising	Happy
Gives directions well		Takes directions well

13. What extra curricular activities do you participate in? Which do you like best and why?
14. Describe how you plan to enforce rules and policies of the aquatics program? How do you deal with challenging customers?
15. What are you interested in/do you like to do? Tell me a little about yourself.
16. What does the word "teamwork" mean to you, and what makes it possible?
17. What does the term "CUSTOMER SERVICE" mean to you? Have you had any direct customer service experience? What age groups are you familiar with working with?
18. Describe how you handle working under a deadline?
19. Do you show up to work on time? Do you schedule your day in certain ways? Do you have any activities scheduled this summer that will conflict with a work schedule?
20. Have you ever had to take care of others? Give examples.
21. If I were to tell you that a certain lifeguard demonstrates a strong work ethic, what am I saying about that lifeguard? What does that mean? What is job commitment?
22. Have you ever been in a situation when you have been In-charge? Describe your experience. What have you liked most about these situations? What have you liked least?
23. If you were in the position of hiring a summer aquatics staff, what qualities would you be looking for? Out of those qualities, which ones do you believe to be your strong points?
24. What do you think are the most important characteristics of a lifeguard?
25. What characteristics make you a strong candidate for this position?
26. How do you like to be treated as a customer?

27. Why are you interested in working with the City of and what are looking to gain from this job experience?
28. We work in a diverse community in which many people speak English as a second language. What would you do differently when assisting someone in this situation
29. For Instructors – what are 3 steps you could use to help a child submerge who has never put their face in the water?
30. What motivates you to do a good job or give good customer service while on duty?
31. For this job you will have to perform various maintenance duties such as cleaning restrooms, changing areas, the pool deck and grass area. Do you have a problem with this?
32. What goals or aspirations do you have for the future?
33. Give us an example of someone who you consider to be a role model and why?
34. What do you look for in an employer/potential job?
35. If you could spend a day with any person (dead or alive) who would it be?
36. What sets you apart from other people who want this job?
37. Give examples of a time when you were given a leadership role?
 - Extra curricular activities
 - School
 - Sports
 - Hobbies
 - Volunteer Work
38. Give examples of a time when you had to demonstrate teamwork in the past?
 - Extra curricular activities
 - School
 - Sports
 - Hobbies
 - Volunteer Work
39. How do you plan to keep motivated and maintain a positive demeanor through the summer, even when you are tired and slightly worn out?

Pool Manager

1. Have you ever supervised a staff? When, Where, How Many?
2. As the opener and closer of the facility, your responsibilities will be to un-tarp the pool and to close out the cash register. Do you have any experience with these duties?
3. A parent complains about the amount of lessons offered. She feels that more could be available. How do you respond?
4. Tell us a time when you have been in a leadership role- explain in detail what you did, did you lead others? If so how did you handle them?
5. If a co-worker allows his/her friends into the pool for free, what would you do?
6. What do you think you can bring to our program?
7. Prioritize this list from most important to least important:
 - o Talking with a parent about their child's skill level for next session.
 - o Starting a shift rotation
 - o Talking with another staff person about what they are doing after work
 - o Talking to an upset parent regarding a swim instructor
 - o Dealing with a staff not showing up on time – but the staff person is present
 - o Having a no show instructor
8. Pick 3 of the following words that describe you best and tell us why:

Fun	Leader	Loud
Shy	Patient	Willing to help out
Busy	Calm	Anxious
Smiling	Encouraging	Quiet
Follower	Improvising	Happy
Gives directions well		Takes directions well
9. What are some important items that should be covered in In-service Training and how would you plan to help educate or instruct those?

10. What is the definition of integrity and how does it relate the job in which you are applying?
11. Situation: How do you handle an irate parent whose child has been placed in the wrong level?
12. Describe how you would deal with an employee that is continually tardy for work.
13. Describe a difficult customer service situation that you have encountered and how you dealt with it.
14. Describe your education and experience relating to the administration and operation of a municipal aquatic center, including supervising lifeguard and instructional staff
15. What are some of your goals/dreams?
16. Situation: There is a conflict between a guard and patron in regards to the rules, the guard is right. How do you handle the patron?
17. Describe your experience in training and coaching employees.
18. What are your areas of growth? What is a strength you possess?
19. What responsibilities should (a)an Assistant Manager/ Lead Guard have?
20. Please share an example of a time when you had to lead staff/group? What was difficult about being the leader?
21. How would you make the transition from peer to supervisor of your friends on staff?
22. How would you handle a parent who has a child that has been in swim lessons for one day and they feel that the child should be moved up. The instructor feels that the child should stay in the same level.
23. How would you handle a staff member who is complaining and never helps with setup or clean when asked?
24. If you oversee the Jr. Guard or Swim Lesson programs, your focus would be primarily on that area of the program, but you would also be part of the Management

Staff. How would you involve yourself with the other managers? How do you work in a team setting?

25. As it relates to the position, what areas do you excel in and what do you need to improve on?
26. Describe actions you would take to ensure communication among staff, co-workers and your immediate supervisors?
27. What person(s) would you model your leadership style after and why?
28. What are some of your time management techniques that will allow you to handle this position's significant workload and the high demands of being a Pool Manager?
29. We all know that being a lifeguard means being part of a team. Please describe what the term "Team Player" means to you.
30. What steps would you take to introduce and promote change to policies and procedures that the staff may find difficult or cumbersome in practice?
31. What is risk management and how will you apply it as a Manager?
32. Describe how you make decisions or your problem solving techniques.
33. What is a critical incident? What are the most important aspects of managing these types of situations?
34. Describe your method of supervision. Give examples of how you would manage programs to ensure quality service, appropriate behavior and build morale.
35. How do you motivate your staff to maximize their time and efficiency? Please give us a specific example of how you have applied this in the past.
36. How would you handle an employee who only performs marginally?
37. An employee comes to you and tells you two other lifeguards are having differences about a personal matter that is interfering with how they work together. One of the staff members has seniority; the other is your friend. How do you handle the situation?

38. What potential challenges do you see as a supervisor or a pool facility?

39. How would you handle a Lifeguard who thinks they know everything and

Situation/Scenario Interview Questions

1. There are two guards on the deck and you are one of them when a child throws up on the deck. What should you do?
2. You notice another employee being inappropriate in front of the public what should you do? First, what is your definition of inappropriate?
3. A child is lying on the ground what is your initial response? (Walk through the complete CPR process)
4. Scenarios: Group swim lesson with 4 students, ages 3-6:
 - a. How would you keep the rest of the class busy while you are working on a specific skill with one child?
 - b. How would you handle the class when one child is continually disruptive?
 - c. How would you handle a child who is completely scared of the water in a group lesson?
 - d. How would you handle a parent who is disruptive during lessons?
 - e. If you felt you couldn't handle your given swim class, and you were overwhelmed with the kids and parents, what would you do?
5. Scenarios: Lifeguarding
 - a. How would you handle rowdy H.S. patrons who consistently disobey the guards instructions?
 - b. If your friends are swimming, how would you handle them if they were disobeying the pool rules?
 - c. If a manager is busy with another customer, and you see another guard not paying attention, how would you handle this situation?
6. Scenarios: Leadership
 - a. Tell us a time when you have been in a leadership role- explain in detail what you did, did you lead others? If so how did you handle them?
 - b. If a co-worker allows his/her friends into the pool for free, what would you do?
 - c. Prioritize this list from most important to least important:
 - i. Talking with a parent about their child's skill level for next session.
 - ii. Getting class started on time
 - iii. Talking with another staff person about what they are doing after work

- iv. Getting kids warmed up (for lesson)
- v. Dealing with a difficult child who wont get into the pool
- vi. Ending lessons on time.

7. I'm going to give you a situation, please assess how you would deal with it: A 35 year old adult appears to be under the influence of alcohol, they are being disruptive and are engaging in unsafe practices. A parent comes to you and says that they spoke with the individual but he/she insisted that since he/she paid to get in he/she is entitled to stay and do as he/she wishes.
8. During swim lessons, a child gets a bloody nose in the area of the pool that you are guarding. What should you do?
9. Situations: You are guarding on the racing pool, which goes to 5 1/2 feet. You see a 10 year old as an active victim. What do you do?
10. It's a hot day and you're tired. You have been guarding for 40 minutes. What are you going to do to stay attentive?
11. Part of the job responsibilities of all staff is to help with facility cleaning and maintenance. What if you and another guard were asked by the Senior Guard to straighten the office while he/she assists a customer, and the second guard sits down and reads a magazine? How would you handle this situation?
12. You are teaching a toddler age swim lesson and one 3 year old is afraid to get in the water. How do you continue to teach this lesson?
13. While you are guarding during recreational swim, a woman comes over and asks you when the next session of swim lessons will be and what level her child would be in. What do you tell her
14. An employee leaves their shift early and asks you to clock them out at their regular time. How would you handle that situation?
15. You and another employee are asked to uncover one of our pools. Once you start uncovering the pool you notice that the other employee is doing it in a completely different way than you were trained. How would you handle this situation?
16. Tell us about a specific situation where you were supposed to get kids to do something and they would not do it. How would you get them to do it next time?

17. You are guarding at an indoor pool. There are 2 Lifeguards other than you on duty. The pool is filled to capacity with young children. While scanning the pool, you notice a child who looks to be having trouble. Since the child has a history of goofing around, you cannot tell if the

situation is serious or not. The child goes under twice and is now flailing about, though not making any noise. How would you handle the situation?

18. You are guarding and notice that the other guard in is not paying attention to the pool. You could probably handle the pool alone, even though the capacity is at a maximum (older crowd). How would you handle this situation?

19. You are at work and a Lead Lifeguard asks you to complete a secondary task of a deck sweep while off-duty/on break. You are hot, thirsty and exhausted and just want to relax for 10 minutes in the office and cool down. How do you respond to the request?

20. Describe the proper procedures for an unconscious victim in the pool. You are describing, as you were the primary rescuer.

21. A child runs from the dressing room and dives in the three-foot section of the pool and floats motionless. What steps would you take in