

Chauffeur interview questions

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What to expect

Chauffeur interviews usually combine a conversation about your driving history and customer service with a practical assessment. Employers want to know you are safe, presentable and reliable with clients who may be tired, stressed or in a hurry.

- **Process and background:** Questions about your licence, accreditation, driving history, availability and familiarity with the areas you would cover.
- **Behavioural:** Past examples of punctuality, difficult passengers, vehicle issues and going the extra mile for a client.
- **Scenario:** What you would do if a flight is delayed, a passenger is intoxicated, a route is blocked or a booking clashes.
- **Safety and compliance:** Fatigue management, pre-start checks, incident reporting and staying within road rules under pressure.
- **Client-facing and discretion:** Handling VIPs, confidential itineraries, complaints and the presentation standards clients notice.
- **Practical driving assessment:** A separate drive with an assessor or manager, often run on the same day as the interview.

Typically a phone screen with a recruiter or operations coordinator, then a face-to-face interview with a fleet or operations manager, often followed by a driving assessment and checks of your accreditation, licence and police check. Some employers combine the interview and assessment into a single visit.

1. Walk me through how you plan a morning airport transfer with a tight schedule.

Why they ask

Tests route planning, time management and how you use tools such as FlightRadar24 and mapping apps.

How to structure your answer

Process walk-through: confirm details, prepare the vehicle, check the route and traffic, build in a buffer, then communicate with the passenger.

Example answer

"I start the night before by confirming the pick-up address, passenger name and flight number, and I check FlightRadar24 for arrival updates. On the day I arrive early, do a pre-start check on the vehicle, and set up Google Maps and Waze to compare traffic. I plan a primary route and a backup, and I leave a buffer for roadworks or peak-hour delays. I text the passenger when I am on my way and again when I arrive. If traffic is worse than expected I let them know early and adjust, rather than waiting until we are late."

2. Tell me about a time you dealt with a difficult or delayed passenger.

Why they ask

Explores customer service, composure and how you handle stress without letting it affect the drive.

How to structure your answer

STAR: describe the situation, the task you took on, the action you chose, and the result for the passenger and the business.

Example answer

"A corporate client's flight was delayed by three hours and they arrived frustrated and late for a meeting. My task was to get them to the city quickly without adding to their stress. I had already monitored the flight and adjusted my schedule, so I was waiting at the correct exit. I greeted them calmly, took their bag, and let them know I had a route planned and would keep them updated. I avoided the worst of the traffic and got them to the meeting with a few minutes to spare. They booked me again for the return trip, which told me the handling mattered as much as the driving."

3. A client's flight is delayed by two hours and you have another booking after it. What do you do?

Why they ask

Tests judgement, communication and how you prioritise when two clients need you at once.

How to structure your answer

Judgement under pressure: assess the clash, communicate early, escalate to a dispatcher, protect the second booking, and keep everyone informed.

Example answer

"First I check the new arrival time and how much buffer I have before the next booking. If there is a clash, I contact my operations manager or dispatcher straight away so they can arrange cover for the second job. I would not leave a passenger stranded without a plan. I also message the second client as early as possible to explain and offer an alternative. If no cover is available, I work out which booking is more time-critical and follow the company's priority rules, keeping everyone informed."

4. How do you keep your vehicle presentable and safe for clients?

Why they ask

Looks at presentation standards, safety awareness and whether you treat the car as part of the service.

How to structure your answer

Routine or checklist explanation: daily pre-start checks, cleaning between passengers, reporting faults, and restocking passenger items.

Example answer

"I treat the car as part of the service. At the start of each shift I do a pre-start check: tyres, lights, fluids, brakes and any warning lights. I clean the interior and exterior, restock water and mints if the company provides them, and check that phone chargers and seatbelts work. During the day I remove rubbish and wipe down surfaces between passengers. If I notice a maintenance issue I report it immediately rather than waiting for it to become a breakdown."

5. What would you do if a passenger asked you to drive faster to make up time?

Why they ask

Probes safety and compliance under pressure, plus how you handle a client who is pushing you to break the rules.

How to structure your answer

Safety-first judgement: hold the line politely, explain the reason, offer reassurance, and follow company policy if the pressure continues.

Example answer

"I would politely explain that I cannot break the speed limit or drive unsafely, because their safety and mine come first. I would reassure them that I am taking the quickest legal route and that I will keep them updated. If there is a genuine emergency I would follow company policy and, if necessary, call ahead to the destination. Most passengers accept that when you stay calm and explain it clearly. If they keep pushing, I would report it to my manager after the trip."

6. Describe how you handle confidential client information and itineraries.

Why they ask

Checks discretion, trustworthiness and whether you understand the privacy expectations of corporate and private clients.

How to structure your answer

Values plus example: state your principle, then show how you applied it in a real situation.

Example answer

"I keep itineraries and passenger details private. I do not discuss names, addresses or destinations with anyone outside the booking, and I do not post anything on social media. I store trip sheets securely and hand them in at the end of the shift according to company policy. In one role I drove a well-known client to meetings over several days; I kept the schedule on a need-to-know basis and made sure no paperwork was left in the vehicle. Discretion is part of the job, and clients notice when you respect it."