

Caravan Park Manager interview questions

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What to expect

Interviews for caravan park manager roles tend to focus on practical operations, guest service, safety and your ability to lead a small on-site team. Employers also want to know you are comfortable living on site and handling the mix of maintenance and administration.

- **Operational process:** Questions about how you manage bookings, check-ins, rostering and daily park routines.
- **Guest service and conflict:** Questions about handling complaints, difficult guests and keeping service standards high.
- **Safety and compliance:** Questions about WHS, licensing, emergency procedures and regulatory inspections.
- **Staff leadership:** Questions about supervising housekeeping, grounds and maintenance staff, including rostering and performance.
- **Financial and systems:** Questions about budgeting, payments, using park management software and tracking park performance.

Usually a single interview with the park owner or a regional manager, sometimes on site. You might be asked to walk through a scenario, discuss your experience with booking systems, and talk about living on site. Reference checks, a police check and confirmation of first aid or RSA qualifications often follow.

1. Walk me through how you manage bookings and check-ins during a busy holiday period.

Why they ask

This tests your operational process and how you handle pressure.

How to structure your answer

Walk-through: step by step, mention systems, prioritisation, backup plans and how you keep guests informed.

Example answer

"At my last park, we had 120 sites and peak season meant up to 40 arrivals in a day. I started by making sure the online booking system, NewBook, was synced with Booking.com so there were no double-bookings. Each morning I printed the arrivals list and allocated sites based on van size and power needs. I set up an express check-in for regulars and had a staff member on the gate to direct traffic. If a site was delayed, I would call the guest before they arrived and offer a nearby alternative or a free upgrade. At the end of each day I reconciled payments in Xero and updated the site map for the next day. That routine kept check-ins under five minutes per guest and virtually eliminated arguments at the desk."

2. Tell me about a time you dealt with a difficult guest complaint. How did you resolve it?

Why they ask

This assesses your customer service and conflict resolution skills.

How to structure your answer

STAR: Situation, Task, Action, Result.

Example answer

"At a previous park, a family complained that their powered site was too close to the amenities block and noisy at night. I listened without interrupting, apologised for the inconvenience, and walked with them to show two alternative sites. They chose a quieter spot near the river. I helped them move their van and gave them a late checkout for the next day. I also noted their preference in our system so future bookings would avoid that area. They left a positive review and returned the following year. The key was acting quickly and giving them a real choice rather than just saying sorry."

3. You arrive on site to find a burst water main affecting half the powered sites. What do you do?

Why they ask

This is a scenario question about safety, judgement and communication under pressure.

How to structure your answer

Judgement under pressure: assess immediate safety, isolate the problem, communicate with guests, arrange repairs, document and follow up.

Example answer

"First I would make sure no one is near the water and check for any electrical hazards. I would shut off the main water valve to isolate the burst, then put up warning signs and cordon off the area. I would notify affected guests in person or by phone, explain the situation, and offer them a temporary site or a refund for the night. I would call our plumber and the park owner immediately. While waiting, I would check if any other services are affected, like the amenities block, and arrange portable toilets if needed. Once repaired, I would document the incident in our maintenance log and review our emergency plan to see if we could respond faster next time."

4. How do you ensure the park meets health, safety and licensing requirements?

Why they ask

This tests your compliance knowledge and attention to detail.

How to structure your answer

Technical: outline key areas, mention specific regulations, inspection routines and staff training.

Example answer

"I start with a compliance calendar that covers everything from fire extinguisher checks to gas and electrical safety inspections. I make sure all staff have current first aid and that anyone serving alcohol has an RSA. I conduct weekly walk-arounds to check for hazards like uneven paths, exposed wiring or blocked fire exits. I keep records of every inspection, repair and incident in a central folder, ready for council or health department reviews. I also run short toolbox talks with the team so everyone knows how to report a hazard. At my last park, we passed three consecutive council inspections with no outstanding actions, which I put down to staying on top of the schedule rather than scrambling before a visit."

5. Describe your approach to rostering and managing a small team across housekeeping and grounds.

Why they ask

This looks at your people leadership and organisational skills.

How to structure your answer

Process: explain your principles, how you communicate, how you handle leave and peak periods.

Example answer

"I roster based on occupancy forecasts, so I build a core team for quiet weeks and bring in extra housekeeping for peak periods. I use a simple spreadsheet that everyone can see, and I publish it two weeks ahead so people can plan. I hold a five-minute briefing each morning to set priorities, like

which cabins need deep cleaning or which sites need mowing. I cross-train staff so grounds can help with housekeeping if we are short. If someone calls in sick, I have a list of casuals I can call. I also check in with each team member monthly to talk about how things are going, not just tasks. That keeps morale up and turnover low."

6. What financial reports and tools do you use to track park performance?

Why they ask

This assesses your budgeting and systems skills.

How to structure your answer

Technical: name software, describe reports, explain how you use them to make decisions.

Example answer

"I use Xero for day-to-day payments and reconciliations, and Excel for the park budget. Each week I run a report showing site fees collected, cabin revenue, and expenses like utilities, maintenance and wages. I compare that to our forecast and flag any variance early. I also track occupancy and average length of stay using NewBook. If a month looks soft, I might adjust marketing on Booking.com or offer a midweek deal to fill sites. I keep the owner informed with a one-page summary that highlights the key numbers and any issues. This helps us make decisions on rates and spending without waiting until the end of the quarter."