

Courier interview questions

careertips.com.au: common questions and what they're really testing

What to expect

Courier interviews focus on whether you can work independently to a schedule, handle a vehicle and parcels safely, and deal calmly with customers when something goes wrong. Expect a mix of practical process questions and situational judgement questions rather than heavy technical testing.

- **Process:** Questions about how you organise a delivery day, from route planning through to proof of delivery.
- **Behavioural:** Questions about past experience handling customers, deadlines or difficult situations, usually answered with a specific example.
- **Scenario:** Hypothetical delivery problems, such as a bad address or a missed time slot, used to check your judgement under time pressure.
- **Safety:** Questions on vehicle checks, manual handling and what you do when you find a fault or safety issue.

Most courier interviews open with a quick check of your licence, driving history and availability, move into questions about how you'd handle a typical delivery day, then work through a couple of scenario or customer-handling questions. Some employers add a short practical component, such as a driving check or a walk-through of a vehicle safety inspection.

1. Walk me through how you'd plan and manage your delivery route for a full day.

Why they ask

This checks whether you understand route planning tools and can manage a full workload without constant supervision.

How to structure your answer

Answer as a step-by-step walk-through: start of day preparation, tool use, mid-route adjustments, and end-of-day wrap-up.

Example answer

"I start by checking the day's manifest and loading it into the GPS and delivery software so I can see all stops in one view. I group deliveries by area to cut down on backtracking and check for any time-sensitive or special handling jobs upfront. Through the day I use the tracking app to update my ETA if traffic or access issues push me behind, and I let customers know early if a time slot is going to slip. At the end of the run I check every scan and signature has synced properly before I finish for the day."

2. Tell me about a time you had to deal with a frustrated customer over a delayed or missed delivery.

Why they ask

Customer contact is a core part of the role, and employers want to see you can de-escalate without losing time on the route.

How to structure your answer

Use STAR: situation, task, action, result.

Example answer

"A customer once called angry because their delivery had been marked as attempted when they'd been home all day. I checked the delivery notes and photos and realised the address details on file were slightly wrong, sending me to the wrong unit number. I apologised, explained what had

happened without making excuses, and arranged to redeliver that same afternoon on my way back through the area. The customer was satisfied once they saw I'd fixed it quickly rather than making them wait until the next day."

3. Your GPS shows a delivery address that doesn't seem to exist, and the customer isn't answering their phone. What do you do?

Why they ask

This tests judgement under pressure and how you handle a genuine delivery problem without wasting the rest of the route.

How to structure your answer

Answer as a judgement-under-pressure response: assess the problem, weigh options, decide and explain the reasoning, note the fallback.

Example answer

"I'd first double check the address against the parcel label and any delivery notes, since GPS errors are common with new developments. If it still doesn't check out, I'd try texting the customer as well as calling, since some people don't answer unknown numbers. If there's still no response after a reasonable wait, I'd move on to my next stop to keep the route on schedule and come back to that delivery later in the day, logging the issue so the depot has visibility of it."

4. What does your daily vehicle safety check involve, and what would you do if you found a fault?

Why they ask

Vehicle safety checks are a daily requirement, and employers need to know you take them seriously rather than treating them as a formality.

How to structure your answer

Answer as a checklist walk-through followed by the escalation step.

Example answer

"Before I start, I check tyres, lights, mirrors, fluid levels and that the cargo area is secure and free of loose items that could shift in transit. I also check the load restraints are in good condition. If I find something wrong, like a warning light or a tyre issue, I don't take the vehicle out. I report it straight away and wait for it to be cleared or for a replacement vehicle, rather than risking a breakdown or an unsafe load mid-route."

5. How do you use scanning hardware and delivery apps to record proof of delivery?

Why they ask

This checks basic comfort with the tools of the job, since most courier work now runs through handheld scanners and apps rather than paper.

How to structure your answer

Explain the tool and process, then give a concrete example of it working correctly.

Example answer

"I scan each parcel barcode when I pick it up and again on delivery, which updates the tracking status in real time. For signed-for deliveries I use the digital signature pad on my device and add a photo if the customer isn't home and I'm leaving it in a safe spot. This means if a customer later queries whether something arrived, there's a time-stamped record with a signature or photo attached rather than just my word for it."

6. Describe a time you had multiple delivery deadlines that conflicted with each other.

Why they ask

This looks at prioritisation skills when the workload is heavier than the available time.

How to structure your answer

Use STAR: situation, task, action, result.

Example answer

“On a day with several time-sensitive medical deliveries booked close together, I looked at which stops had a hard cut-off versus which had more flexibility. I called ahead to two customers with flexible windows to confirm a slightly later time was fine, which let me prioritise the strict deadlines first. All deliveries went out on time that day, and the customers I'd called appreciated being kept informed rather than just waiting and wondering.”