

Delivery Driver interview questions

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What to expect

Delivery driver interviews focus less on formal qualifications and more on reliability, safety habits and how you handle the pressure of tight delivery windows. Expect a mix of practical and behavioural questions, often run by a depot supervisor or fleet coordinator rather than HR.

- **Process:** Questions about how you plan routes, load vehicles and manage proof-of-delivery, to check you understand the day-to-day mechanics of the job.
- **Behavioural:** Questions about past experience with customers, vehicle issues or workload pressure, used to predict how you'll handle similar situations on the job.
- **Scenario:** On-the-spot judgement questions about missed deliveries, difficult customers or damaged goods, testing decision-making under time pressure.
- **Safety:** Questions about vehicle checks, fault reporting and safe handling of goods, reflecting the employer's WHS and vehicle compliance obligations.
- **Customer-facing:** Questions about managing customer expectations and communication, since the driver is often the only face-to-face contact in the delivery chain.

Interviews for this role are usually short and run in a single round, sometimes on the same day as a licence check or short driving assessment. Expect a conversation of around 20 to 30 minutes covering your driving history, availability and vehicle familiarity, followed by a few scenario and safety questions, then time for you to ask about shifts, vehicle type and pay structure.

1. Walk me through how you'd plan a delivery route across a suburb you don't know well.

Why they ask

This checks your practical use of GPS and mapping tools and whether you can think logically about sequencing stops under time pressure.

How to structure your answer

Answer as a step-by-step walk-through: how you'd group or order stops, which tool or app you'd rely on, and how you'd adjust the plan if something changed mid-run.

Example answer

"I'd start by loading all the addresses into the navigation or delivery management app and letting it suggest an initial sequence, then check that against delivery time windows so anything urgent or time-locked goes earlier. I'd group nearby drops together where the software allows manual adjustment, and keep an eye on traffic alerts so I can re-route without falling behind. If a customer wasn't home or an address was wrong, I'd flag it in the app and move on rather than let one stop derail the rest of the run."

2. Tell me about a time you had to deal with a difficult or upset customer during a delivery.

Why they ask

Drivers are often the only point of contact for the delivery, so employers want to see calm, practical customer handling.

How to structure your answer

Use STAR: describe the Situation and Task, the Action you took, and the Result, keeping the focus on how you kept things professional.

Example answer

"A customer once refused a parcel because it looked slightly damaged on the outside, even though the contents were fine. I stayed calm, showed them the item wasn't affected, and offered to note the damage on the delivery record so they could raise it with the retailer if needed. They accepted the delivery once they understood the process, and I logged the condition accurately so there was no dispute later."

3. You arrive at a delivery address and no one is home, but the item needs a signature. What do you do?

Why they ask

This tests judgement under pressure and whether you know how to follow proof-of-delivery procedure rather than improvise.

How to structure your answer

Explain your immediate action first, then the options you'd weigh, and finish with how you'd confirm the right call against company policy.

Example answer

"I'd try knocking and checking for a safe place to leave a card, then attempt to contact the customer through the number on the order if the app allows it. If there's no response and the item requires a signature, I wouldn't leave it unattended. I'd mark it as attempted, log the reason in the delivery app with a photo if required, and move it to the next scheduled attempt or return it to the depot depending on company procedure."

4. What checks do you do on the vehicle before you start your shift?

Why they ask

Vehicle safety and fault reporting are core parts of the role, and employers want confidence you won't skip this step under time pressure.

How to structure your answer

Walk through your pre-start routine as a short checklist, in the order you'd actually perform it.

Example answer

"I check tyres, lights, mirrors and that the load area is secure and clean before I leave the depot. I also check fuel or charge level, look for any dashboard warning lights, and make sure the mobile scanner and GPS unit are charged and working. If I find a fault, I report it straight away rather than starting the run and hoping it holds up."

5. How would you handle a fragile or refrigerated item if you were running behind schedule?

Why they ask

This checks whether you can prioritise correctly when time pressure and item care are in tension.

How to structure your answer

Explain how you'd weigh the risk of delay against the risk of damage, and what decision you'd land on and why.

Example answer

"I'd treat the fragile or refrigerated item as the priority stop, even if it meant reordering the rest of the run slightly, because spoiled or damaged goods cost more to fix than a short delay elsewhere. I'd let the app or dispatcher know if I thought other deliveries would run late as a result, so the customer service side of things could manage expectations."

6. Describe a time you noticed a vehicle fault or safety issue during your shift.

Why they ask

This probes honesty and follow-through on safety reporting, which matters for WHS compliance and fleet maintenance.

How to structure your answer

Use STAR: what the issue was, what you did about it, and how it was resolved.

Example answer

"I noticed a slow tyre pressure warning partway through a run. I pulled over safely, checked the tyre visually, and reported it to the depot straight away rather than continuing on a potentially unsafe vehicle. They arranged for it to be checked before my next shift, and I made a note in the vehicle log so there was a clear record of when it was first flagged."