

Rideshare Driver interview questions

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What to expect

Rideshare onboarding is closer to a compliance and suitability check than a standard job interview. The person across from you needs to confirm you are legally allowed to carry passengers, that your vehicle and insurance are in order, and that you will not create problems on the road or with customers. Expect a mix of document review, practical questions about the app, and behavioural questions about passengers.

- **Eligibility and compliance:** Licence history, driver accreditation with your state passenger transport regulator, police check, working with children check where relevant, vehicle registration and commercial passenger vehicle insurance.
- **Platform and app knowledge:** How you accept trips, navigate, handle in app payment, log an item left behind and contact support when something goes wrong.
- **Customer facing behavioural:** Past experience with difficult passengers, complaints, ratings and how you kept service standards up.
- **Scenario and judgement:** Route disputes, traffic and road closures, intoxicated passengers, safety concerns and when to end a trip.
- **Self management and commercial judgement:** How you choose your hours, manage fatigue and decide when the shift is no longer worth running.

Typically a short screening call or online form to verify licence, accreditation and vehicle documents, followed by an in person or video session covering the app walkthrough and a handful of behavioural and scenario questions. Some operators run a driving record review and a vehicle inspection on the same day. The whole process is usually quick because the platform wants you on the road, so treat the document stage as seriously as the conversation.

1. Walk me through a trip from the moment a request comes in to when you close it out in the app.

Why they ask

They want to see that you know the app mechanics and that your routine includes the safety and service steps, not just driving from A to B.

How to structure your answer

Give it as a sequence: accept and confirm pick up, message or call the passenger, check the pin and the passenger name, confirm destination and route preference, drive, then close the trip, rate and check for items left behind. Mention the awkward steps as well, such as a passenger not at the pin or a payment issue.

Example answer

"A request comes in and I accept it if I can reach the pick up in the time the app quotes. I check the pin against the map before I move, because half the wasted time in this job is arriving at the wrong side of a building. I send a short message saying I am on the way, then confirm the passenger's name before they get in and ask whether they have a preferred route. During the trip I keep the navigation on but watch the road rather than the screen. At the end I confirm the destination, thank them, close the trip in the app and glance at the back seat before I drive off. If something went wrong, a detour or a wait, I note it and contact support rather than leaving it for the passenger to raise."

2. Tell me about a time you dealt with a passenger who was rude, intoxicated or refusing to follow your instructions.

Why they ask

Passenger conflict is the most common risk in this work, and they are checking whether you can stay calm and keep control without escalating.

How to structure your answer

Use STAR. Set the situation briefly, explain what you were trying to achieve, describe what you actually said and did, then give the outcome and what you changed afterwards.

Example answer

"I picked up a group on a Friday night in the city and one passenger immediately started arguing with another about the drop off order. My goal was to get everyone home without a fight in the car. I pulled over safely, turned around and said calmly that I could only do one drop off at a time and I would take them in the order the app had, and that I was happy to keep going if we could settle it. Two of the group backed me up. I dropped the first passenger, then the second, and ended the trip there without a complaint. Afterwards I started asking groups at pick up what order they wanted before we moved, which removed the argument entirely."

3. A passenger insists on a route you know will add twenty minutes, and traffic is already heavy. What do you do?

Why they ask

This is a judgement question. They want to see whether you can hold a professional line without being combative.

How to structure your answer

Show your reasoning under pressure: acknowledge the request, explain the trade off in plain terms, offer a choice, then act and document it if needed.

Example answer

"I would say honestly that the route they have asked for is heavy right now and will add roughly twenty minutes, then offer the faster option and let them decide, because it is their fare. If they still want their route, I take it and note in the app that the passenger requested the longer way, so there is no argument about the fare later. What I would not do is silently take the long way, or refuse, because both create a complaint. If the delay pushed into another booking, I would contact support rather than leave the next passenger waiting without explanation."

4. How do you keep yourself and your vehicle compliant with passenger transport requirements where you live?

Why they ask

Compliance is the platform's biggest liability. They are checking you understand what your state regulator and insurer actually require.

How to structure your answer

Describe the context, then your routine: what you hold, what you check, how often, and what you do when something lapses.

Example answer

"I hold a full Australian driver licence and a current driver accreditation with my state passenger transport regulator, along with a national police check and a working with children check. The vehicle is registered with commercial passenger vehicle insurance rather than private cover, which is the mistake a lot of new drivers make. I do a pre shift check on tyres, lights, cleanliness and fuel, and I keep the service and roadworthy paperwork in the glovebox. I diarise the expiry dates for the accreditation and insurance so nothing lapses mid shift, and if a document is close to expiring I stop taking trips until it is renewed."

5. It is a quiet afternoon, you have been driving for five hours and the trips have dried up. How do you decide whether to keep going?

Why they ask

This is a self management and commercial judgement question. They want a driver who can run their own hours sensibly and not burn out or drive fatigued.

How to structure your answer

Talk through how you read the situation, what signals you use, what you weigh up, and the decision rule you apply.

Example answer

"I look at three things: how tired I actually am, what the app is showing for demand in the areas I can reach, and what it costs me to keep circling. If demand is flat and I have been driving five hours, I would rather stop, eat and come back for the evening peak than keep burning fuel on empty streets. I set myself an end time before most shifts, and I treat fatigue as a hard stop rather than something to push through, because a tired driver is a cancelled accreditation waiting to happen. On a quiet day I would use the break to clean the car and check my documents rather than sitting at a rank for an hour."

6. Why drive with us rather than stay with the platform you are already on, or another one?

Why they ask

They are testing whether you have a real reason to be here or you are just signing up everywhere, and whether you will stick around.

How to structure your answer

Be specific and honest. Compare what matters to you as a driver, such as support responsiveness, fare structure or passenger base, rather than a generic compliment.

Example answer

"Mostly it comes down to how quickly problems get sorted. On my current platform, a fare adjustment or a safety report can take days and there is no one to talk to, which is frustrating when you are the one sitting in the car with a passenger. I have spoken to drivers on your platform who say support responds the same day and that the driver app is clearer about where the demand is. I also want a passenger base with more airport and corporate work, because those trips suit the hours I actually want to work. I am not planning to run three apps at once, so I want to be on the one that treats drivers properly."