

Service Station Attendant interview questions

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What to expect

Service station attendant interviews are usually short and practical. Employers want to know you can handle cash and fuel sales accurately, follow safety procedures, and turn up reliably for shifts that may include nights, weekends and public holidays. Expect the site manager or area manager to ask about your availability early, because the roster is often the deciding factor.

- **Customer service and conflict:** Questions about serving customers at the counter, handling complaints about fuel prices or pump issues, and staying calm when a queue builds.
- **Safety and compliance:** Questions about fuel handling, spill response, WHS obligations, emergency procedures and keeping the forecourt safe for customers and staff.
- **Cash handling and accuracy:** Questions about operating the console, processing EFTPOS and cash sales, completing till reconciliation and checking fuel dips.
- **Reliability and shift work:** Questions about availability for nights, weekends, public holidays and lone working, plus your transport and punctuality.
- **Operational process:** Questions that walk through opening or closing routines, stock rotation, console operation and site security checks.
- **Scenario and judgement:** Questions about drive-offs, equipment faults, difficult customers or a spill during a busy period.

Interviews are usually a short phone screen followed by a face-to-face at the site with the manager. The phone screen covers availability, right to work and shift flexibility. The site interview often includes a walk through the forecourt and shop, questions about your cash handling and safety habits, and a discussion of the roster. Some sites ask for a short trial shift or a basic numeracy check before an offer.

1. Walk me through what you do at the start of a shift on the console.

Why they ask

This checks whether you understand the site opening routine and can work unsupervised. It shows your attention to detail and whether you know the equipment.

How to structure your answer

Use a step-by-step walkthrough. Start with signing on and the cash float, move through console setup and fuel prices, then cover the forecourt safety check and stock walk, and finish with opening the doors and logging anything that needs follow-up.

Example answer

"I start by signing on, checking the console is running and counting the starting float in the drawer. I set the fuel prices on the console against the price board and check the bowsers are displaying correctly. Then I do a walk of the forecourt to look at the spill kit, bins and bowsers, and check the fridges and shelves for anything that needs restocking before the morning rush. I log anything that needs follow-up in the site diary, then unlock the doors and start serving."

2. Tell me about a time you dealt with a difficult customer.

Why they ask

Service station attendants deal with complaints about fuel prices, pump errors and card holds. This question tests whether you can stay calm and resolve issues without escalating them.

How to structure your answer

Use STAR. Set the situation at the counter, describe the task of resolving the complaint, explain the action you took to listen and check the facts, and give the result in terms of the customer settling and the issue being recorded.

Example answer

"At a previous site, a customer came in saying the pump had overcharged him and he was getting loud at the counter. I stayed calm, listened without interrupting, and asked for his pump number so I could check the transaction on the console. I showed him the recorded litres and the price per litre on the screen and explained how the pre-authorisation hold works on his card. He settled down once he could see the numbers, and I offered to print a receipt so he had a record. He left without further issue, and I logged the interaction in the site diary in case it came up again."

3. You notice a fuel spill on the forecourt during a busy period. What do you do?

Why they ask

Fuel spills are a genuine safety risk and a compliance issue. The interviewer wants to see that you prioritise safety over speed and follow the site procedure.

How to structure your answer

Use a judgement under pressure structure. Cover immediate safety, containment, reporting and recovery in that order. Show that you know your limits and when to escalate.

Example answer

"First I would stop what I am doing and make the area safe, keeping customers away and putting out a wet floor or spill sign. If the spill is small and I am trained to, I would use the spill kit to contain and absorb it, following the site procedure for fuel. If it is larger or near a drain, I would isolate the bowser, alert the site manager, and call the emergency contact if the procedure says to. I would record the incident in the site log and restock the spill kit so it is ready for next time."

4. How do you make sure your till reconciles at the end of a shift?

Why they ask

Cash accuracy is a core part of the role and a common reason for performance issues. The interviewer is checking your habits during the shift, not just at closing time.

How to structure your answer

Use a process structure. Explain your habits during the shift, then the end-of-shift steps, then what you do when there is a variance. Keep it practical and specific to the console and EFTPOS.

Example answer

"I keep the drawer organised and count change back carefully during the shift so I am not guessing at the end. When I close the till, I print the console report, count the cash and compare it to the report, and note any variance straight away. If something does not match, I check for a missed EFTPOS transaction, a fuel sale that went to the wrong pump, or a manual entry error before I escalate it. I sign off the reconciliation sheet and leave the float ready for the next shift."

5. This role includes nights, weekends and public holidays. How do you manage that?

Why they ask

Fuel retail sites trade long hours, so reliability across the full roster matters. The interviewer wants an honest answer, not a promise you cannot keep.

How to structure your answer

Give a straight answer about your availability and the routines you use to stay reliable. Mention sleep planning, transport and your attitude to public holidays. Do not overpromise.

Example answer

"I have worked nights and weekends before, so I know what it takes to stay alert and reliable on those shifts. I plan my sleep around the roster and keep my availability clear with the manager. I am comfortable with public holidays because the site trades then, and I would rather be upfront about that than say yes and then struggle."

6. A customer fills up and drives off without paying. What steps do you take?

Why they ask

Drive-offs happen in fuel retail and staff need to respond without putting themselves at risk. This tests your judgement, your observation skills and your understanding of site procedure.

How to structure your answer

Use a safety-first judgement structure. State that you would not chase, then cover what you would record, how you would review CCTV, and how you would report it. Finish with resetting the pump and following site policy.

Example answer

"If a customer drives off without paying, I would not chase them or put myself at risk. I would note the pump number, the vehicle description and the time, and check the CCTV to confirm what happened. Then I would follow the site procedure, which usually means reporting it to the manager and completing an incident form. If the site has a policy for logging it with police, I would help with the details. I would also reset the pump so it is ready for the next customer."