

Welcome to your guide...

# 21 HGV DRIVER INTERVIEW QUESTIONS & ANSWERS

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**Q1. Tell me about yourself and why you think you could excel as HGV driver?**

**Sample Answer:**

Thank you for inviting me to be interviewed for this HGV driver position today. Throughout my career, I have developed a variety of transferrable skills and experience that I believe will enable me to excel as a HGV driver. I am a highly positive and effective employee who has 3 years' experience as a HGV driver to date. During this time, I have completed many long-haul deliveries driving C1 and C+E category vehicles. In my previous employment, I was praised by my manager for mentoring newer drivers and providing them with guidance on routes and safety procedures.

I have a proven track record of delivering goods on time, excellent communication with my supervisor and customers, independently solving problems on long haul journeys, carrying out maintenance on my vehicle, and ensuring I am focussed and safety-conscious at all times. Outside of work I am driven by my family who are fully supportive of my career and the long days away from home that comes with the job. I enjoy hobbies such as going to the gym where I can maintain healthy fitness and concentration levels. If you employ me in this position, I will be a reliable, driven, and safety conscious HGV driver who will be proud to represent your brand and deliver excellent customer service for your cliental.

**Q2. Why should we hire you as a HGV driver?**

**Sample Answer:**

Being naturally someone that has great organisation and planning skills, a proven track record of delivering goods on time, and a total dedication to my work, I believe the role of a HGV driver with your company is one I would excel in. You should hire me because I fully understand the levels of responsibility that come with the role, and you can rely on me to act as a positive role model for your company to both the public and customers when out on deliveries.

I am someone who enjoys working by myself for long periods of time, and I am able to maintain excellent concentration levels at all times. I also have excellent communication and customer service skills.

I am the type of employee who will plan each journey thoroughly ahead of time to ensure I am up to date with any road closures, road works, or other diversions or incidents which may delay my journey, and therefore plan the most cost-efficient routes. I am also someone who strictly follows legal requirements, procedures, and policy. Finally, you should hire me as I am at the stage in my life where I am looking to dedicate my driving career to one organization, and I feel strongly that, if you employ me as your HGV driver, I will be able to quickly and consistently contribute to your organisation positively.

**Q3. How would you deal with problems as an HGV Driver?**

**Sample Answer:**

I would deal with problems by remaining calm, remembering to follow my training, and always being safe and compliant. For example, if I were to break down I would pull over in a safe place, immediately call my supervisor so a replacement vehicle could be deployed, and then take the necessary steps to alert customers that there could be a delay with their orders being delivered. I am a resilient person who is not afraid to deal with problems as and when they occur and I would always take responsibility for any issues to reach a successful outcome as soon as possible.

**Q4. What hours are you available to work?**

**Sample Answer:**

I understand being an HGV Driver requires a commitment to work often unsociable hours, at the weekends, and often spend long periods away from home. My personal life is as such that I can commit to weekdays, evenings, weekends and holidays. I have my own personal goals that I want to achieve and the only way I will reach those is if I work plenty of hours over a long period of time. Finally, driving is something I have always enjoyed, and very much enjoy spending time by myself on long haul journeys. Therefore, I would relish the opportunity to work the hours required as a HGV Driver.

**Q5. What past experience do you have that will help you in the role of an HGV Driver?**

**Sample Answer:**

In previous roles, I always had to follow strict rules and procedures. This means I can be relied upon to make sure my HGV vehicle is always safe, and I will operate within the law as a HGV driver. I have experience assisting with the safe loading and unloading of goods from vehicles in a previous warehouse role and I have had to deal with customers in previous jobs, which means you can rely on me to always represent your brand in a positive manner whilst delivering the customer's goods. I have experience working at pace and to tight deadlines, something I understand is very important as a HGV driver. I also have lots of experience working alone and this is something I prefer. Although I understand I will be working as part of a wider team within your company, I have lots of experience in positions where the need to concentrate whilst working alone is a key requirement. In my previous role, I had to manage my own workload and prioritise tasks, and therefore had to be well organised, which I feel will really benefit me in the role as a HGV driver.

**Q6. How can you be an asset to our company in the role of a HGV Driver?**

**Sample Answer:**

I can be an asset to your company in many ways. I can work the hours required, including evenings, weekends, and holidays. I am a positive and upbeat person, which means whenever I come into contact with your customers, I will be polite, friendly, and warm. I can be an asset to your company because I am trustworthy, loyal, and professional – I will never let you down. I am also seeking long term employment which means I can quickly become an integral part of the delivery service team and be seen as a reliable member of the organization. I will also be an asset to your company because I can solve problems and issues myself, I will always operate in a safe and self-disciplined manner and I will be a good role model for the company.

**Q7. How would you deal with a difficult customer?**

**Sample Answer:**

I fully understand that at times, dealing with frustrated customers is part of the role of a HGV driver. Customers will understandably be stressed at times, especially if a delivery is not what they expected or if there was a delay. It would be my job to listen to them, show a level of understanding, and by doing so, hopefully calming them down if needed through effective communication. Whilst dealing with the customer, I would always follow the company's guidelines, and I would also remember to act as a positive role model for the company. I believe I am good at remaining calm and finding solutions quickly and although the customer's satisfaction would be priority, I would also be mindful of any other delivery time slots that needed to be met. If ever I was unsure of how to deal with a customer, I would call my supervisor for advice and guidance.

**Q8. Tell me about a time when you provided excellent customer service.**

**Sample Answer:**

Whilst working in a previous role, I received a call from an unhappy customer. The lady was clearly upset, and she started to complain about the poor service she had received from our company. It was my job to make sure I listened to the customer in order to get to the bottom of the complaining, resolve it quickly to the satisfaction of the customer, and to also prevent it from happening again. I asked the lady to tell me in detail what had happened. Whilst she was talking, I listened carefully and took notes. Then, once she had time to explain the problem, I apologized to her and explained what I was going to do in

order to put the situation right. Basically, the customer had ordered a product from our website and she had been sent the wrong goods. I immediately dispatched the correct goods on a fast track delivery service and also refund the initial payment due to the inconvenience caused. The end result was the customer was extremely satisfied with the service I provided, and she went on to leave a positive review online.

**Q9. Why do you want to leave your job?**

**Sample Answer:**

My employer has been fantastic, and I have had a great time whilst there and I have learned a huge amount whilst working alongside some great people. However, I feel it is time to move on and work for an organization like yours that has a brilliant reputation and that has exciting plans for the future. I also want to work somewhere where my skills are put to good use. I have gained so many invaluable experiences whilst I have been there, and I will leave my organization on positive terms.

**Q10. You are running late for a delivery. What would you do?**

**Sample Answer:**

If I knew I was going to be late, I would first call my dispatcher or supervisor and let them know there was a delay, and the reason for it, after making sure I was in a safe position to do so. If I had been given the details of the customer I was delivering to, I would also call the customer as soon as possible and apologise before giving them an estimated time of arrival. From a customer's perspective and having been in this type of situation myself previously, it is frustrating if a scheduled delivery is late, and you don't hear anything. I also think it's poor customer service. As an HGV driver, if you let the customer know you are going to be late, they are far more likely to be understanding, and it also means they can plan around the delay. I would also check for any variations of my route that could save time; however, I would not speed up my driving to meet the delivery expectations as this would compromise safety which could potentially lead to an accident.

**Q11. What's your biggest weakness?**

**Sample Answer:**

I don't have many weaknesses, but there is one I have been aware of for some time, and that's the fact that I find it hard to say no to people. In the past, I have literally taken on so many tasks that I get a bit overwhelmed, and I've been learning to take on fewer tasks to make sure they are all done to the right

standard. Having said that, from an employer's perspective, I think my weakness is attractive because I will always do a good job for you and I will be the first person to put my hand up if you need a volunteer!

**Q12. Tell me about a time when you managed multiple tasks all at once.**

**Sample Answer:**

In my previous job, I had a situation one day where the Managing Director required multiple tasks to be completed within a very short time frame. A situation occurred whereby a key member of staff was off sick, so somebody needed to step up and get the work done in super-fast time. The tasks involved: organizing an important meeting for the following day; taking notes and recording minutes for another meeting that afternoon and also collating sales data for the next day's meeting and briefing my Managing Director. I set about creating a plan for each task based on the priority and importance. The following day's meeting was organized first of all. I booked the meeting room, sent out invitations, and created the meeting agenda. I then planned for the meeting that afternoon by reading the meeting notes from the previous meeting to make sure I was fully briefed and aware of the action points and agenda. Following the meeting, I wrote up my notes before starting work on the collation of sales data. It became apparent that I would not finish the collation of data in time for 5 pm, so I briefed my manager that I would stay late and send over the figures as soon as they were ready. He was happy with my suggested resolution. By 5:45 pm I had completed the work and went in to brief my manager. He thanked me for my hard work and was impressed with my organization and planning abilities.

**Q13. Describe a situation when you had to complete a difficult task whilst under pressure.**

**Sample Answer:**

In my current role as a customer service representative, I am required to work under pressure on a daily basis. Recently, I was presented with a situation where two members of staff had gone off sick leaving me with only three other staff members to manage the shop during a busy Saturday. During the morning we were due to take a stock delivery which meant that I had to perform many tasks without taking a break. During the day I dealt with two customer complaints, took delivery of the stock, served customers whilst others took their break, and also dealt with a fire alarm actuation. I am often required to perform under pressure and thrive in such conditions. I always adapt well to situations like these and ensure that I still maintain a high level of professionalism at all times.

**Q14. How do you perform within a team?**

**Sample Answer:**

Whenever I am working as part of a team, I will always focus on the team goals. What is it we want to collectively achieve as a team, and how can I help us to get there? Whenever I am in a team, I will listen to the team brief carefully, I will be supportive of my co-workers, I will motivate others if they are struggling, and I will be vocal if I see something that is not being done properly or carried out in a safe way. A team can only achieve its goals if everyone is pulling in the same direction and being supportive of each other.

**Q15. Describe a time you disagreed with a co-worker or manager and what was the outcome?**

**Sample Answer:**

In a previous job, I had a disagreement with my manager about a time when a fire alarm went off. We were supposed to evacuate outside the building but he told someone to turn the alarm off and for us all to carry on working whilst he investigated the cause of the alarm. Afterward, I spoke to him in private to express my concerns that we should have all evacuated outside. He said we were all very busy working on an important project with a tight deadline, and that 99% of the time it was a false alarm anyway. I said whilst I respected his decision, I disagreed with it because it was an unsafe thing to do and it could potentially put everyone in danger. I then got on with my job and put it behind me. I think it's very important to say if you disagree with something but you must then put it behind you and commit to the team goals.

**Q16. Tell me about a time when you demonstrated flexibility at work.**

**Sample Answer:**

In my previous role as a sales assistant in a small electronics shop, I frequently worked at the checkout. On occasion, we would have customers entering the shop minutes before closing time. Sometimes, these customers would quickly find the item they were looking for, purchase it, and leave. In some cases, customers were less aware of our opening and closing times, and would therefore take their time in the shop. While the shop was meant to close, I would make sure not to rush the customers, since it was important that they had the most comfortable experience possible. Often, this meant that I wouldn't close the shop until five or ten minutes past closing time. However, I made sure that stock checks and other procedures were carried out with the utmost care. I did this to ensure that, not only were customer experiences as pleasant as possible but also to maintain safety and security in the shop once it had closed.

**Q17. Tell me about a time you made a mistake at work. What was the mistake and how did you respond?**

**Sample Answer:**

When I first started work in a previous role, I was so keen to impress my manager I did not listen to the team brief properly and I ended up making a mistake as a result. My job as part of the team was to collate company sales figures for the previous quarter, and I was also required to provide a comparison with the same period for the previous year. Because I did not listen fully to the brief, I failed to provide the comparison and when I presented the figures to my manager it was too late to go back and get them. I felt terrible that I had let both my team and my manager down. I apologized unreservedly and moving forward I never let the same mistake happen again.

**Q18. Describe a time when you worked alone on a project or task for a long period of time?**

**Sample Answer:**

In my last job, I was seconded for a 4-week period to the data capturing office as an important job needed to be done for the company and they felt I was the right person to undertake the task. Basically, the business had received an information request from the official auditing office. The request was for sensitive company data that needed to be delivered within 28 days. I listened carefully to the brief and took notes. I then sat in an office, on my own, for literally 5 days a week for the 28-day period carefully and meticulously collecting the data. I actually quite enjoyed working on my own and found it easier to concentrate when there were no other distractions around me. The job required me to concentrate intently all day, carefully dissecting the information needed before collating it into an excel spreadsheet. At the end of each day, I would create a back-up of my work as I did not want to lose it because I was working towards a strict deadline. If the deadline was missed, the company would have been fined a large sum of money. At the end of the 28- day period, I managed to successfully complete the task to the satisfaction of my senior managers. I can be relied upon to work alone and concentrate intently for long periods of time if required.

**Q19. Where do you see yourself in 5 years' time?**

**Sample Answer:**

In five years' time, I see myself progressing within the company to the point where not only am I not only well-respected in the role of an HGV Driver, but I've also perhaps taken on further responsibilities. I believe that, in five years' time, I will have proven myself as an invaluable member for the company and

perhaps be given longer routes. I would also take great pleasure in assisting the training and development of newer HGV Drivers as and when they join the team.

**Q20. Why do you want to work for our company?**

**Sample Answer:**

I have personal goals outside of work and the only way I will achieve these is if I have steady employment with the same company for many years to come. Your company is a brilliant company with a great reputation within the industry. It is clear your operations are professional and seamless. I want to work for your company because not only will I have employment as a HGV driver long into the future, but I will be part of a wider team that is constantly growing, improving, and developing. As a HGV Driver, there will never be a shortage of work, and that's very important to me.

**Q21. That's the end of your HGV Driver interview. Do you have any questions?**

**Sample Answer:**

Q. What advice would you give to the successful candidate who wants to do a great job as a HGV Driver?

Q. What has frustrated you about people who have held this position previously?

Q. What training would I receive when I start as a HGV Driver?

**How to Use These Interview Questions and Answers:**

These interview questions and answers are intended to guide you in your preparation for your job interview. These questions have been picked by the How2Become team because we believe that they are the best representative of what you will face in your interview.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate. You might notice that, when the question asks for examples, the answer uses the STAR method to construct the response:

**S**ituation. Start off your response to the interview question by explaining what the 'situation' was and who was involved.

**T**ask. Once you have detailed the situation, explain what the 'task' was, or what needed to be done.

**A**ction. Now explain what 'action' you took, and what action others took. Also explain why you took this particular course of action.

**R**esult. Explain to the panel what you would do differently if the same situation arose again. It is good to be reflective at the end of your responses. This demonstrates a level of maturity and it will also show the panel that you are willing to learn from every experience.

In order to get the best possible results, apply this system to your own examples and experiences in working life. These sample answers are intended to inspire you to create your own responses to the questions.

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