



15 Panda Express Interview Questions & Answers

1) Let's Start by Tell Me About Yourself?

This question is an opportunity to introduce yourself in a way that highlights your relevant experience, skills, and personality. Keep your answer professional but engaging—focus on your work history, strengths, and why you're excited about this opportunity. Structure it with a brief background, your experience in customer service or food industry (if applicable), and what makes you a great fit for Panda Express.

Sample Answer

"I'm a hardworking and friendly individual who enjoys working in fast-paced environments. I have experience in customer service and working as part of a team because I have worked in various job roles throughout my career, which has helped me develop strong communication and problem-solving skills. I take pride in providing excellent service and keeping up with the energy of a busy workplace. I admire Panda Express's focus on quality food and strong company values, and I'd love to be part of a team that values both hard work and personal growth. I'm excited about the opportunity to contribute my skills and learn more in a supportive environment like Panda Express."

2) Why Do You Want to Work for Panda Express?

Hiring managers ask this question to see if you understand and align with the company's values. Show that you've done some research on Panda Express and

mention aspects like career growth opportunities, company culture, or its focus on quality food and customer service. Be genuine in your response.

Sample Answer (General)

"I want to work at Panda Express because I appreciate its commitment to quality food, excellent customer service, and strong company values. I've always enjoyed the welcoming and fast-paced environment whenever I visit, and I'd love to be part of a team that prioritizes teamwork and personal growth. I also admire how Panda Express encourages career development, offering opportunities to learn and advance. I believe my skills in customer service and teamwork would make me a great fit, and I'm excited about the possibility of growing with the company. I enjoy working in fast-paced settings where I can interact with customers and provide great service, and I feel Panda Express is the perfect place for that."

Be specific about the role you're applying for and align your answer with Panda Express's values. Show enthusiasm for the job and mention how it fits your skills and career goals.

Sample Answer (Cashier)

"I want to work as a cashier at Panda Express because I enjoy interacting with people and providing great customer service. I know that Panda Express values fast, friendly, and efficient service, and I believe I can contribute to that with my positive attitude and attention to detail. I also appreciate the company's focus on personal growth, and I see this role as a great opportunity to develop my customer service and teamwork skills in a fast-paced environment. I thrive in roles where I can help customers have a great experience, whether that's by greeting them warmly or ensuring their orders are correct. I'm also drawn to the team-oriented culture at Panda Express, where employees support one another to create a positive work environment. Ultimately, I see this as a great place to learn and grow while making a meaningful contribution to the company's success."

Sample Answer (General Manager)

"I want to be a General Manager at Panda Express because I'm passionate about leading teams and delivering exceptional customer experiences. I admire Panda Express's commitment to quality food and customer service, and I believe my leadership experience aligns with the company's high standards. I have a strong background in restaurant management, including hiring and training employees, improving efficiency, and ensuring excellent guest satisfaction. I take pride in developing team members and fostering a culture of accountability, respect, and continuous improvement. Panda Express also places a strong emphasis on growth, both for the business and its employees, and I want to be part of a company that invests in its people. I'm excited about the opportunity to lead a team, drive sales, and create a great work environment while ensuring customers have a positive experience every time they visit."

3) What Do You Know About Panda Express?

Show that you've researched the company. Mention its history, values, and commitment to quality food and service.

Sample Answer

"Panda Express is a well-known American Chinese restaurant chain that started in 1983. It was founded by Andrew and Peggy Cherng, and since then, it has grown to over 2,200 locations worldwide. What stands out about Panda Express is its commitment to fresh, high-quality ingredients and its signature dishes like Orange Chicken and Beijing Beef. I also appreciate that Panda Express is more than just a fast-food restaurant—it focuses on developing its employees and creating leadership opportunities through programs like the Panda Way. The company's values, including respect, growth, and giving back to the community, are inspiring. I also admire how Panda Express is committed to innovation, from new menu items to modern store designs. Overall, I see Panda Express as a company that values both its customers and employees, making it a great place to work and grow."

4) Why Did You Leave Your Last Position?

Be honest but professional. Avoid speaking negatively about past employers and instead focus on growth, new opportunities, or career progression.

Sample Answer

"I left my last job because I was looking for an opportunity to grow and develop new skills. While I appreciated my previous job and learned a lot, I wanted to work in an environment that offers more opportunities for advancement, like Panda Express. I'm drawn to Panda Express because of its commitment to employee development and its team-oriented culture. My previous job helped me build strong customer service and teamwork skills, but I wanted a role that would allow me to take on more responsibility and work in a fast-paced setting where I can continue learning. I believe this position at Panda Express is the right fit for me because it aligns with my skills and career goals. I'm excited about the possibility of contributing to the team while growing with the company."

5) What Do You Believe Work Ethic Looks Like?

Define work ethic using real examples, showing that you value reliability, teamwork, and taking initiative.

Sample Answer

"To me, work ethic means being reliable, hardworking, and always giving my best effort. It's about showing up on time, staying focused, and taking pride in the work I do. A strong work ethic also means being a team player—helping coworkers when needed, staying positive during busy shifts, and making sure customers receive great service. I believe in taking initiative, whether that's stepping up to complete a task before being asked or finding ways to improve efficiency. In my previous job, I always made sure to

stay productive, even during slow periods, by restocking supplies and cleaning work areas. Work ethic isn't just about working hard—it's about working smart, being accountable, and always looking for ways to improve. At Panda Express, I would bring a strong sense of responsibility and dedication to making sure customers and the team have the best experience possible."

6) Have You Ever Worked in Food Service Before?

If you have experience, highlight key skills. If you don't, focus on transferable skills like customer service, teamwork, or working in fast-paced environments.

Sample Answer

"Yes, I have experience working in food service. In my previous role, I worked as a cashier and food preparer, where I handled customer orders, processed payments, and ensured food was prepared correctly. This experience taught me how to work in a fast-paced environment while maintaining excellent customer service. I also learned the importance of teamwork, communication, and staying organized during busy rushes. I enjoy working in food service because it allows me to interact with different people and create a positive experience for customers. I'm excited about the opportunity at Panda Express because I know how important efficiency and quality service are in a restaurant setting. I believe my experience, combined with my ability to stay calm under pressure, will help me contribute to the team and provide great service to guests."

If you don't have previous food service experience, you can say something like the following, "I haven't worked in food service before, but I have strong customer service experience from my previous roles..."

Then highlight transferable skills which would apply to the job role you have applied for at Panda Express.

7) Give Me an Example of How You Helped a Customer That Was Difficult

Share a specific example that shows patience, problem-solving, and professionalism. Focus on how you turned a negative situation into a positive one.

Sample Answer

"In my previous job, a customer was upset because their order was incorrect and they had waited a long time. They were frustrated and raised their voice, but I stayed calm and listened to their concerns. I apologized sincerely for the mistake and assured them I would fix it right away. I also offered a small discount as a goodwill gesture. While waiting, I engaged in friendly conversation to ease their frustration. By the time they received their corrected order, they thanked me for my patience and understanding. This experience taught me that handling difficult customers is about staying calm, listening, and finding a solution quickly. At Panda Express, I would use the same approach—remaining professional, showing empathy, and ensuring the customer

leaves happy. I believe turning a frustrated guest into a satisfied one is one of the most important parts of great customer service."

8) What Is Your Greatest Weakness?

Choose a real weakness but explain how you're actively working to improve it. Avoid weaknesses that would affect the job too much.

Sample Answer

"One of my weaknesses is that I can sometimes be too focused on getting tasks done quickly, which can make me feel rushed during busy shifts. I've realized that while speed is important, accuracy and attention to detail matter just as much. To improve, I've been working on balancing efficiency with double-checking my work, especially when handling orders or payments. In my previous job, I started taking an extra second to confirm orders before finalizing them, which reduced mistakes and made customers happier. I also learned to stay calm under pressure instead of rushing. I know that at Panda Express, working quickly while maintaining quality service is important, and I'm confident that my awareness of this weakness helps me manage it better. I always strive to improve, and I see this as a skill I'll continue developing with experience."

9) What Is Your Greatest Strength?

Choose a strength that is relevant to the job, such as customer service, teamwork, or adaptability. Give a real example of how you've demonstrated this strength.

Sample Answer

"One of my greatest strengths is my ability to stay positive and professional in fast-paced environments. I enjoy working in jobs that require multitasking and teamwork, and I thrive under pressure. In my previous role, I often worked during the busiest hours, handling long lines while making sure customers felt valued. Instead of letting stress affect me, I focused on keeping a friendly attitude, working efficiently, and supporting my team. Even during rushes, I made sure to greet each customer with a smile and stay patient if they had questions. This helped create a better experience for both customers and coworkers. At Panda Express, I know the restaurant can get very busy, and I believe my ability to stay calm, work quickly, and maintain a positive attitude would make me a strong addition to the team."

10) What Qualities Are Important for a Team to Effectively Function?

Highlight teamwork, communication, and support. Show that you understand the importance of working together for efficiency and customer satisfaction.

Sample Answer

"For a team to function effectively, communication, respect, and a shared goal are essential. In a fast-paced environment like Panda Express, everyone needs to work together smoothly to keep service running efficiently. Clear communication helps prevent mistakes, whether its making sure orders are correct or letting coworkers know when help is needed. Respect is also important—everyone should feel valued and appreciated for their role. In my previous job, I made sure to support my team by staying aware of what was happening around me and offering help when needed. If a coworker was falling behind, I stepped in to assist without waiting to be asked. This made shifts run more smoothly and helped create a positive work environment. I believe that when a team works together with good communication and mutual respect, it leads to better service, happier customers, and a more enjoyable workplace for everyone."

11) Tell Me About a Time You Had to Deal with Constructive Criticism.

The hiring manager wants to see how you handle feedback, especially in a fast-paced work environment like Panda Express. Choose a situation where you received constructive criticism, explain how you processed it, and highlight how you improved as a result. Keep it positive, showing that you appreciate feedback and can adapt.

Sample Answer

"At my previous job, a manager pointed out that I needed to be more efficient when handling rush-hour orders. Instead of feeling discouraged, I saw it as an opportunity to improve. I asked for specific suggestions and started paying closer attention to how experienced team members managed their time. I also practiced multitasking by organizing tasks better, like prepping ingredients in advance and taking quick mental notes on customer orders. Within a few weeks, my speed improved, and my manager acknowledged the progress. That experience taught me that constructive criticism isn't personal—it's a chance to grow. Now, I welcome feedback because it helps me perform better and work more effectively with my team."

12) What Qualities Do You Have That Make You Stand Out Compared to Everyone Else?

The goal here is to highlight unique strengths that make you an asset to Panda Express. Focus on qualities like teamwork, strong work ethic, ability to work under pressure, or excellent customer service skills. Provide an example that proves these qualities in action.

Sample Answer

"One of my biggest strengths is my ability to stay positive and keep a great attitude, even during busy shifts. I've worked in fast-paced environments before, and I know how stressful it can get when the line is long, and everyone is in a rush. Instead of letting that stress affect me, I focus on staying calm and making sure customers still feel valued. For example, at my last job, I made it a habit to greet every customer with a smile, no matter

how busy we were. I also helped my team stay motivated by offering encouragement and keeping the energy upbeat. My ability to work well under pressure while maintaining great customer service makes me stand out. I believe a positive attitude is contagious, and I'd love to bring that energy to the Panda Express team."

13) What Days Can You Work? How Flexible Are You with Your Schedule?

Be honest about your availability but show flexibility, especially if you're open to working evenings, weekends, and peak hours. If you have any restrictions, mention them clearly but positively.

Sample Answer

"I'm available to work most days and am very flexible with my schedule. I understand that restaurants, especially Panda Express, can get busy during lunch and dinner rushes, so I'm open to working those shifts. I'm also available on weekends, which I know are important times for business. If needed, I can work on short notice or take extra shifts when the team needs help. The only day I might need off is [specific day, if applicable], but I'm happy to discuss options if flexibility is required. My main goal is to be a reliable team member who can contribute when needed. I know how important teamwork is in a restaurant setting, and I want to make sure I do my part in keeping everything running smoothly."

14) What Are Your 3 Main Values? How Do You Achieve These in Your Daily Life?

Choose three values that align with Panda Express's culture, such as teamwork, integrity, hard work, or customer service. Explain how you live out these values in your work and personal life.

Sample Answer

"The three values that guide me daily are teamwork, respect, and continuous learning. First, I believe teamwork is essential in any job, especially in a fast-paced restaurant. I always try to support my coworkers, whether by stepping in during busy times or simply keeping a positive attitude. Second, respect is important to me—I treat everyone, from customers to coworkers, with kindness and patience. A great work environment starts with respect. Lastly, I value continuous learning. Whether it's improving my customer service skills, learning how to work more efficiently, or understanding different roles within a team, I always look for ways to grow. At Panda Express, I know these values are essential for success, and I'd love to bring them to the team every day."

15) Where Do You See Yourself in The Next 5 Years?

The interviewer wants to know if you have long-term goals and if you see potential for growth within the company. If you're open to career advancement, mention that. If not, connect your future plans to skills you can gain at Panda Express.

Sample Answer

"In the next five years, I see myself growing professionally and taking on more responsibility. I love the idea of working in a company that values teamwork and leadership, and I'm open to opportunities for advancement. If possible, I'd love to develop my skills in customer service and management, maybe even working toward a leadership role like shift leader or assistant manager. I know Panda Express offers great training programs, and I'd be excited to learn from experienced team members. Even if I choose a different career path later, I know the skills I'll gain—like communication, problem-solving, and teamwork—will help me in the long run. For now, my main goal is to work hard, be a strong team player, and make a positive impact wherever I can."