



21 Subway Interview Questions & Answers

Q1: Can You Tell Me About Yourself.

When answering “Can you tell me about yourself,” focus on giving a clear, relevant, and professional summary of who you are as it relates to working at Subway. Keep your response focused on three parts: a brief background, key skills or experiences that show you’re a good fit, and your motivation for the role. Avoid going into too much personal detail or repeating your entire résumé. Instead, show how your personality, strengths, and career goals align with Subway’s fast-paced, customer-focused environment.

Sample Answer

"I'd describe myself as someone who's hardworking, friendly, and passionate about delivering excellent customer service. I've always enjoyed roles where I get to interact with people, work as part of a team, and keep things running smoothly. In my previous job in retail, I learned how to communicate clearly with customers, handle busy rushes calmly, and make sure every order was accurate and on time. I also have experience handling cash and maintaining a clean, organized workspace. What really motivates me is creating a positive experience for every customer and knowing I contributed to their day in a small but meaningful way. I'm excited about the chance to bring that same energy and dedication to Subway, where I can continue building my skills while helping the team serve fresh, quality food quickly and efficiently. I'm confident I'd bring reliability, enthusiasm, and a strong work ethic to this role."

Q2: Why Do You Want to Work At Subway.

When answering this question, focus on showing enthusiasm for the brand, understanding of its values, and how the role aligns with your goals. Mention specific things you admire about Subway, such as its focus on fresh ingredients, customization, and great customer service. Then connect those points to your own skills and interests,

showing how you'll contribute to the team and grow with the company. Keep the tone genuine and motivated.

Sample Answer

"I want to work at Subway because I admire the company's focus on serving fresh, customizable food and providing a positive experience for every customer. I like that Subway offers people healthy choices and quick service without compromising quality, and I want to be part of a team that values that. I also enjoy fast-paced, customer-focused environments where teamwork and attention to detail really matter. This role feels like a great fit for me because I take pride in being friendly, reliable, and efficient — qualities I know are important in making sure customers leave happy. Working here would also give me the chance to learn more about the food service industry, build on my communication and service skills, and grow with a company that's respected around the world. I'm excited about the opportunity to represent a brand people trust and help make each visit enjoyable and memorable."

Q3: What Do You Know About Subway.

Interviewers ask this to see if you've done your research and truly understand the company you're applying to. A strong answer shows that you know Subway's mission, values, and what makes it unique. Mention its history, global presence, focus on fresh ingredients, and commitment to customer satisfaction. This demonstrates that you're genuinely interested and already invested in the brand.

Sample Answer

"I know that Subway is one of the world's largest and most recognized fast-food restaurant chains, known for its made-to-order sandwiches and salads. It started in 1965 in Bridgeport, Connecticut, and has since grown to thousands of locations worldwide. What sets Subway apart is its focus on fresh ingredients, customization, and giving customers the ability to build meals exactly how they like them. Subway is also committed to providing healthier fast-food options and maintaining high standards for quality and service. I appreciate that Subway emphasizes teamwork, cleanliness, and consistency across all its restaurants. To me, Subway is more than just a sandwich shop — it's a place where customers expect quality, speed, and a friendly experience, and I'd be proud to contribute to that reputation. Joining Subway means being part of a trusted brand that values both its customers and its employees, and that's something I'm excited to be part of."

Q4: How Would You Handle A Rude Or Difficult Customer.

This question tests your patience, communication skills, and ability to stay calm under pressure. The key is to show that you would remain professional, listen carefully, and try to resolve the issue without escalating the situation. Emphasize empathy, active listening, and focusing on finding a solution while protecting the company's reputation and ensuring the customer feels heard.

Sample Answer

"If I encountered a rude or difficult customer, I would stay calm, polite, and professional no matter how they behaved. I understand that sometimes customers may be upset due to factors beyond the situation, so I'd focus on listening carefully to their concerns without interrupting. I'd acknowledge their frustration and let them know I'm here to help, then work to resolve the issue as quickly and fairly as possible — whether that means remaking their order, offering a solution, or getting a supervisor involved if necessary. My goal would always be to turn the situation around and leave them with a more positive impression of their visit. I've learned that patience and empathy go a long way in handling tough interactions, and I believe representing Subway with professionalism, even under pressure, helps maintain trust and encourage customers to return in the future."

Q5: How Do You Ensure Great Customer Service.

This question is about your approach to creating positive customer experiences. Explain that great service starts with a welcoming attitude, clear communication, attention to detail, and willingness to go the extra mile. Highlight your focus on understanding customer needs, handling requests promptly, and maintaining a clean, inviting environment. Show that you take pride in making every visit enjoyable.

Sample Answer

"I believe great customer service starts the moment someone walks through the door. I make sure to greet customers warmly, maintain a friendly and positive attitude, and listen carefully to what they want so I can prepare their order exactly how they like it. Accuracy and speed are both important, so I always double-check orders and stay focused, especially during busy times. I also believe small gestures, like thanking customers and asking if everything looks right, go a long way in leaving a good impression. Keeping the restaurant clean and organized is another key part of the experience, as it shows customers that we care about quality in every detail. My goal is always to make each guest feel valued and appreciated so they leave happy and want to come back. At Subway, I'd bring that same level of care and attention to every interaction, ensuring every customer has a positive experience."

Q6: What Would You Do If A Customer Complained About Their Order.

This question tests how you handle conflict and problem-solving while maintaining great service. Employers want to see that you stay calm, listen closely, and resolve issues quickly without blaming the customer. Explain that you'd apologize sincerely, correct the mistake promptly, and ensure the customer leaves satisfied. Showing accountability and a solution-focused attitude is key.

Sample Answer

"If a customer complained about their order, I would start by apologizing sincerely and listening carefully to understand the problem. It's important to let them feel heard and respected, even if the mistake was small. I'd thank them for bringing it to my attention and quickly fix the issue — whether that means remaking the sandwich exactly as requested or offering another solution that meets their expectations. I'd also double-check with them before handing the order back to ensure it's correct this time. If the situation required, I wouldn't hesitate to involve a supervisor to make sure the customer feels valued. My goal would always be to turn a negative experience into a positive one by staying calm, polite, and proactive. I believe handling complaints with care and professionalism not only resolves the immediate issue but also builds trust and encourages customers to return, knowing they'll be treated with respect and understanding."

Q7: Can You Work In A Fast-Paced Environment And Handle Multiple Orders At Once.

Hiring managers ask this to gauge your ability to stay focused and efficient under pressure, which is essential at Subway. A strong answer should show that you're organized, adaptable, and able to multitask without sacrificing quality or customer service. Mention past experiences that demonstrate how you manage busy times and keep a positive attitude while working quickly and accurately.

Sample Answer

"Yes, I'm very comfortable working in a fast-paced environment and handling multiple orders at once. I understand that during rush hours at Subway, speed and accuracy are equally important, and I thrive in that type of setting. In my previous job, I often had to manage several customer requests simultaneously while keeping orders correct and maintaining a friendly attitude. I've learned how to prioritize tasks, stay calm under pressure, and communicate clearly with teammates to keep things moving smoothly. For example, I focus on one order at a time but always keep the bigger picture in mind, so nothing is overlooked. I also make sure to double-check details before serving to avoid mistakes. I enjoy the energy of a busy shift and find it rewarding to see customers leave satisfied even during the rush. I'm confident those skills will help me contribute effectively to Subway's fast-paced, team-driven environment."

Q8: Do You Have Any Experience In Food Preparation Or Handling.

This question helps employers understand your familiarity with the responsibilities of the job. If you have experience, describe it clearly, highlighting any skills relevant to Subway, like food safety, portion control, or prepping ingredients. If you don't, focus on transferable skills like attention to detail, cleanliness, and willingness to learn quickly, showing you can adapt and follow instructions.

Sample Answer

"Yes, I do have experience with food preparation and handling. In a previous role, I was responsible for preparing fresh ingredients, assembling meals, and ensuring everything met hygiene and safety standards. I learned the importance of washing hands frequently, keeping work surfaces clean, and storing food at proper temperatures. I also became familiar with portion control and how small details — like how ingredients are layered or how sandwiches are wrapped — affect the customer's overall experience. Even when things got busy, I made sure every order was prepared carefully and consistently. If I ever noticed something wasn't up to standard, I addressed it immediately. I enjoy the process of creating food that looks and tastes great, and I take pride in maintaining high-quality standards. I'm confident that my background, combined with my attention to detail and willingness to keep learning, will allow me to contribute to Subway's commitment to fresh, safe, and delicious meals."

Q9: How Would You Ensure Food Safety And Hygiene.

This question checks your understanding of safety practices, which are essential in food service. Show that you know the basics: washing hands, wearing gloves, preventing cross-contamination, and storing food properly. Explain how you consistently follow procedures and take responsibility for maintaining a clean, safe workspace to protect customers and the business.

Sample Answer

"I know that food safety and hygiene are extremely important in any restaurant, and I take them very seriously. I would always start by washing my hands thoroughly before handling any food and wearing gloves whenever required. I'd make sure to change gloves between tasks to avoid cross-contamination and follow proper procedures for storing ingredients at the correct temperatures. Keeping my workstation clean and sanitized throughout the shift is another top priority, as it helps prevent contamination and keeps everything organized. I'd also follow all company policies and local health regulations carefully and report any potential issues, like spoiled ingredients or equipment malfunctions, right away. In my previous experience, I learned how small details — like labeling items correctly and checking expiration dates — make a big difference in food safety. My goal would be to ensure every sandwich is prepared in a clean environment, giving customers food that's not only fresh and tasty but also safe and handled with care."

Q10: How Do You Handle Working With A Team.

This question evaluates your collaboration skills and how well you work with others in a fast-paced environment like Subway. A strong answer should show that you value communication, support teammates, and are flexible when tasks shift. Highlight your reliability, willingness to help others, and how you contribute to a positive work atmosphere.

Sample Answer

"I work very well in a team and believe that strong teamwork is essential to keeping everything running smoothly, especially in a busy place like Subway. I make an effort to communicate clearly, listen to others, and offer help when someone is overwhelmed. In previous roles, I often volunteered to support teammates during rush hours by handling extra tasks or assisting with prep work to keep orders moving quickly. I also value giving and receiving feedback so we can all improve and work more efficiently together. I know that respecting different working styles and staying positive even under pressure helps build a stronger team. My goal is always to contribute to a supportive environment where everyone works toward the same goal — delivering fresh, accurate orders and excellent service to every customer. I believe that when a team communicates well and trusts one another, we can handle any challenge smoothly and provide an exceptional experience for guests."

Q11: What Would You Do If You Ran Out Of An Ingredient Needed For An Order.

This question checks your ability to stay calm, think quickly, and maintain good service even when things don't go as planned. Show that you'd communicate clearly, offer solutions, and involve your team or manager if needed. The goal is to keep the customer happy and informed while solving the issue efficiently.

Sample Answer

"If I ran out of an ingredient needed for an order, I'd start by informing the customer politely and apologizing for the inconvenience. I would offer alternatives — for example, suggesting a similar topping or ingredient that complements their sandwich — and make sure they feel in control of their choice. If they preferred to change their order entirely, I'd help them customize something new they'd enjoy. Meanwhile, I'd notify my team or manager immediately so we could restock or update the prep line for future orders. In a busy environment like Subway, communication is key, so I'd also let coworkers know about the shortage to avoid repeated issues. My goal would always be to turn a potentially frustrating situation into a positive experience by staying calm, respectful, and solution-focused. Customers appreciate honesty and options, and I believe handling it professionally builds trust and encourages them to return, even when unexpected situations occur."

Q12: Describe A Time You Made A Mistake And How You Handled It.

This question assesses accountability and growth. Employers want to see that you can admit when you're wrong, take responsibility, and learn from the experience. Choose an example where you made a mistake, addressed it promptly, and implemented steps to prevent it from happening again, showing maturity and self-awareness.

Sample Answer

"During my previous job, I once accidentally gave a customer the wrong order because I was rushing during a busy period. As soon as I realized the mistake, I apologized sincerely and quickly prepared the correct order at no cost to the customer. I also offered them a small complimentary item for the inconvenience, which they appreciated. Afterward, I spoke with my supervisor about what happened and asked for tips on staying focused under pressure. I began double-checking each order before handing it out, which significantly reduced errors going forward. That experience taught me the importance of slowing down slightly even during rushes and prioritizing accuracy over speed. Mistakes happen, but how you respond to them matters most. I believe taking ownership and learning from errors builds trust with both customers and coworkers, and I would bring that same level of accountability and commitment to delivering quality service here at Subway."

Q13: What Are Your Strengths.

Interviewers ask this to learn how your qualities match the job. Pick 2–3 strengths relevant to Subway, such as communication, teamwork, attention to detail, or staying calm under pressure. Use short examples to show how those strengths help you succeed in a customer service environment.

Sample Answer

"My biggest strengths are strong communication skills, attention to detail, and the ability to stay calm under pressure. I've always enjoyed interacting with people, which helps me connect easily with customers and understand their needs quickly. My attention to detail ensures that orders are prepared correctly and consistently, which improves customer satisfaction and reduces errors. I'm also very steady under pressure — I don't get flustered easily, even during busy rushes, and I focus on finding solutions rather than getting stressed. In my previous role, these strengths helped me maintain a positive work environment and deliver high-quality service even on challenging days. I know these qualities are essential in a fast-paced place like Subway, and I'm confident they'll allow me to contribute positively to the team, support my coworkers, and ensure every customer leaves with a great experience that makes them want to return again."

Q14: What Are Your Weaknesses.

This question is about self-awareness and growth. Choose a real weakness, but one that doesn't affect your ability to do the job. Focus on what you're actively doing to improve, showing that you're proactive and committed to self-development.

Sample Answer

"One area I've been working on is not being overly critical of myself, especially when I make small mistakes. In the past, I tended to dwell on errors, which could momentarily affect my confidence. However, I've learned that mistakes are opportunities to grow, and now I focus more on learning from them quickly and moving forward. I've started setting small goals for myself after each shift, like improving my speed or

communication, and celebrating small wins to build confidence. This shift in mindset has helped me become more resilient and perform even better under pressure. I believe self-improvement is ongoing, and I'm always open to feedback from managers and coworkers. At Subway, I would continue working on this by focusing on progress rather than perfection and using every experience to become a stronger, more reliable team member dedicated to excellent customer service and consistent performance."

Q15: Why Should We Hire You.

This question is your chance to summarize what makes you a strong fit. Combine your skills, work ethic, and enthusiasm for the job. Focus on how you'll contribute to Subway's goals and deliver great customer experiences, showing that you're reliable, motivated, and ready to grow with the company.

Sample Answer

"You should hire me because I bring a strong combination of reliability, teamwork, and customer-focused service that aligns perfectly with Subway's values. I'm someone who takes pride in doing my job well, whether that's preparing fresh, accurate orders, keeping the workspace clean, or greeting customers with a positive attitude. I understand how important it is to provide quick, friendly service while maintaining quality, and I have experience staying calm and efficient even during busy rushes. I'm also a fast learner and always eager to improve, which means I'll quickly adapt to Subway's systems and procedures. Beyond skills, I genuinely enjoy creating positive experiences for people and being part of a team that works hard to make customers happy. I'm confident I'd contribute positively to the work environment and help Subway maintain its reputation for great food and service. I see this opportunity as more than just a job — it's a chance to grow and deliver value every single day."

Q16: Do You Have Experience Handling Money Or Working A Cash Register.

This question checks your familiarity with handling transactions and trustworthiness. If you have experience, share what you've done and how you ensured accuracy. If not, emphasize your math skills, attention to detail, and willingness to learn quickly. Show that you understand the importance of handling money carefully and responsibly.

Sample Answer

"Yes, I have experience handling money and operating a cash register from my previous job. I regularly processed cash, credit, and debit transactions and always made sure to double-check amounts to avoid errors. Accuracy and attention to detail are crucial when dealing with payments, so I developed a habit of counting change carefully and verifying totals before completing a sale. I also learned how to stay polite and calm even when lines were long, ensuring that customers felt valued while I worked quickly and efficiently. Handling money taught me the importance of honesty, responsibility, and trust — qualities I know Subway expects from every team member. If hired, I'm

confident I could handle transactions smoothly and accurately from day one, and I'd be eager to learn Subway's specific systems to make checkout as seamless as possible for every customer who visits the restaurant."

Q17: When Can You Start.

This question is about your availability and enthusiasm for the role. Be clear and honest about when you can begin. If you're available immediately, say so — it shows eagerness. If you need to provide notice to a current employer, mention that you're committed to a smooth transition.

Sample Answer

"I'm available to start as soon as you need me. I'm really excited about the opportunity to join the Subway team and begin contributing right away. If you require someone immediately, I can be ready within a few days, or if there's a specific training schedule, I'm flexible and happy to follow it. If I need to provide notice to my current employer, I would do so professionally, but I can usually begin within two weeks at the latest. I understand how important it is to have reliable team members, especially in a busy environment like Subway, so I'm eager to get started and begin learning the systems, menu, and workflow. My priority is to transition smoothly and start making a positive impact as quickly as possible, whether that's preparing sandwiches, helping customers, or supporting my team wherever needed."

Q18: What Hours Are You Available To Work.

This question checks if your availability fits the company's scheduling needs. Be honest but show flexibility if possible. Emphasize your willingness to work different shifts, including weekends or evenings, which is highly valued in food service.

Sample Answer

"I have a flexible schedule and am available to work most days, including evenings and weekends, which I understand are often the busiest times for Subway. I'm happy to discuss the schedule that best meets the team's needs and can adjust my availability to support different shifts. If there's a need for extra coverage during rush hours, special promotions, or holidays, I'm willing to step in and help. I understand that reliability and consistency are very important in food service, so once my schedule is set, I make it a priority to always show up on time and ready to work. My main goal is to be a dependable team member who helps keep operations running smoothly, no matter what time I'm scheduled. I believe my flexibility will make scheduling easier for the team and help ensure customers always receive the best service possible."

Q19: Do You Prefer Part-Time Or Full-Time Work.

This question helps the employer understand your commitment level and scheduling needs. Be clear and honest, but also show flexibility. Mention why your choice works best for you and how it aligns with Subway's needs.

Sample Answer

"I'm open to both part-time and full-time work, depending on what the team needs most. If there's an opportunity for full-time hours, I would be excited to take on that responsibility and commit fully to the role. However, if part-time is the better fit, I'm happy to contribute in that capacity as well. My main goal is to be a reliable and valuable team member who helps provide excellent service to every customer. I enjoy staying busy and learning new skills, so I'm confident I can handle the pace and responsibilities of either schedule. I also see this as an opportunity to grow with Subway, so I'm open to increasing my hours over time if more shifts become available. Whether part-time or full-time, I'm ready to bring my best effort every shift and support the team however I can."

Q20: What Does BMT Stand For.

This question checks basic product knowledge and whether you've done your research. It's a simple question, but answering confidently shows you care about learning the menu and representing the brand accurately.

Sample Answer

"BMT stands for 'Biggest, Meatiest, Tastiest,' which perfectly describes one of Subway's most popular sandwiches. It's a classic choice that features pepperoni, salami, and ham layered with fresh vegetables and sauces on freshly baked bread. Many customers love the BMT for its bold flavors and satisfying portions, and it's one of the sandwiches that really shows off Subway's ability to offer variety and customization. Knowing details like this is important because it helps us guide customers when they're deciding what to order and ensures we're prepared to answer questions confidently. I've taken the time to learn about Subway's menu and signature items because I know that understanding the products is part of providing excellent customer service. I'm excited to keep learning more about the menu and help customers discover sandwiches they'll enjoy, whether it's the classic BMT or one of the many other fresh, customizable options Subway offers."

Q21: Do You Have Questions For Me or For Us.

This question helps employers gauge your genuine interest and preparation. Always have a few thoughtful questions ready about the team, expectations, or growth opportunities. It shows initiative and helps you learn if the job is a good fit for you.

Sample Answer

"Yes, I do have a few questions. Could you describe what a typical day looks like for someone in this position? I'd also like to know more about the qualities you look for in team members who succeed here long-term. Are there opportunities for growth or additional responsibilities as I gain more experience? And lastly, how does Subway support employees in learning and improving their skills over time? I'm asking these questions because I want to understand how I can contribute my best to the team and also grow with the company. I'm genuinely excited about the opportunity to work here, and learning more about your expectations and team culture will help me start off strong and make a meaningful impact from day one."