



Top 10 Security Guard Interview Questions and Answers [Updated 2024]

Description

If you are preparing for an interview for a security guard position, you might be wondering what kind of questions you will be asked. This guide will provide you with 10 of the most commonly asked security guard interview questions and suggested answers to help you adequately prepare.

Security Guard Interview Questions

How would you handle a situation where you encounter a person acting suspiciously on the premises?

How to Answer

The interviewer is trying to assess your ability to handle potentially dangerous situations and your understanding of the balance between maintaining security and treating everyone with respect. Talk about your observation skills, your ability to stay calm under pressure, your conflict resolution skills, and your understanding of the right procedures to follow.

Sample Answer

If I notice someone acting suspiciously, I would first observe them from a distance to determine if they are a threat. If I believe they are, I would approach them calmly and professionally, asking if they need assistance or if they're lost. I would then make a decision based on their response. If they are unable to provide a satisfactory explanation for their behavior, I would follow company protocol, which may include asking them to leave or contacting the police. It's important to stay vigilant but also to treat every individual with respect and avoid jumping to conclusions without sufficient evidence.

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How would you react if you were asked to perform duties that are outside of your job description?

How to Answer

In answering this question, you want to demonstrate your flexibility and willingness to help, but also your understanding of your role as a security guard. It's important to clarify that while you're willing to take on additional tasks, your primary responsibility is to ensure the safety and security of the premises.



Sample Answer

While I am always willing to go the extra mile and assist where I can, I understand that my primary role is to ensure the safety and security of the premises. If I am asked to perform duties that might compromise this, I would communicate my concerns to my supervisor and discuss possible solutions. My priority is always to maintain a secure environment.

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Can you describe a time when you used your judgement to handle a difficult situation at work?

How to Answer

When answering this question, try to think of a specific instance where you made a difficult decision or solved a tough problem at work. Give details about the situation, how you evaluated it, the action you took, and the results. This will show that you have good judgement and can make sound decisions under pressure.

Sample Answer

When I was working at XYZ company, I noticed two individuals who were not employees attempting to gain access to the building late at night. They claimed to have forgotten their access cards but could not provide any proof of employment. I told them that I could not let them in without proper identification but offered to call the after-hours manager to verify their story. It turned out they were contractors who were scheduled to perform late-night maintenance but had not been properly informed about the access procedures. The manager thanked me for handling the situation professionally and maintaining the security of the building.



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How familiar are you with security systems technology?

How to Answer

The interviewer is trying to gauge your technical skills in relation to the job. Share your experience with various security systems technology including CCTVs, alarm systems, access controls, and other relevant equipment. It's also important to express your willingness to learn and adapt to new technologies.

Sample Answer

In my previous role, I dealt with a variety of security systems technologies such as CCTVs, alarm systems, and access control systems. I have a good understanding of how these systems work, and I can troubleshoot common issues that may arise. I am also open to learning about new technologies as they become available to ensure the security of the premises.

Can you explain how you would perform a security check of the premises?

How to Answer

When answering this question, you should demonstrate your knowledge of standard security procedures and the ability to apply them practically. Discuss the systematic approach you would take to perform a security check, ensuring all areas are covered. Mention any specific equipment you might use, and how you would document and report your findings.

Sample Answer

Firstly, I would ensure I'm equipped with necessary items like a flashlight, walkie-talkie, and any other company-provided equipment. I would start from a particular point, systematically covering each area,



both interior and exterior. I would check for any suspicious activities, ensure all doors and windows are secured, and that there are no safety hazards. If there were any irregularities, I would document them immediately and report to my supervisor or the designated person. After completing the entire premises, I would double-check the high-risk areas before finalizing my report.

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Can you describe a situation where you had to deal with an aggressive individual? How did you handle it?

How to Answer

The interviewer wants to know how you handle intense situations and difficult people. Talk about a situation where you dealt with an aggressive individual, your thought process, actions, and the outcome. Emphasize your ability to stay calm, your conflict resolution skills, and your ability to make quick decisions in high-stress situations.

Sample Answer

In my previous role, I once had to deal with an individual who was under the influence and causing a disturbance. I approached the situation calmly, maintaining a respectful and assertive demeanor. I communicated clearly and directly, asking the individual to leave the premises. When they did not comply, I followed protocol by calling for backup and the local police department. The situation was resolved without any harm to the individual or damage to the property.

Can you describe a situation where you had to maintain confidentiality in your role as a security guard?

How to Answer

The interviewer wants to assess your understanding of the importance of confidentiality in the role of a security guard. You should provide a situation where you had to handle sensitive information and how you ensured its confidentiality. Emphasize your commitment to maintaining confidentiality as part of your professional ethics.

Sample Answer

During my previous tenure, there was an incident where a high-profile individual visited the premises. The information was confidential due to the nature of the visit. As part of the security team, we were informed about the visit but were strictly instructed not to disclose this information to anyone outside the immediate team. I respected and understood the gravity of the situation and ensured that I did not discuss this with anyone else, even my family. This incident emphasized the importance of



confidentiality in my role as a security guard.

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How would you respond if you found an unauthorized person in a restricted area?

How to Answer

The best way to answer this question is to show your understanding of the proper protocol in this situation. Explain that you would approach the person in a calm and professional manner, and then ask for their identification. If they fail to provide satisfactory identification, state that you would escort them out of the restricted area and report the incident to the relevant authorities. It's important to show that you prioritize safety and security, but also handle situations diplomatically.

Sample Answer

If I were to encounter an unauthorized person in a restricted area, the first thing I would do is approach them in a calm and professional manner. I would kindly ask them for their ID and if they can't provide it, I would escort them out of the area. I would then report the incident to my supervisor and document it according to company policy. I believe it's important to maintain a balance between being vigilant and respectful.

What steps would you take if you discovered a security breach in progress?

How to Answer

Clearly explain the steps you would take if you discovered a security breach in progress. The interviewer is trying to understand your ability to handle high-pressure situations, and your understanding of the policies and procedures you should follow in such cases. Be sure to emphasize your decision-making skills, your ability to stay calm under pressure, and your dedication to ensuring the safety and security of the premises and its occupants.

Sample Answer

If I discovered a security breach in progress, I would first ensure my own safety and then immediately inform my supervisor and the police, providing them with all the necessary details. I would then follow the company's security protocols, which might include alerting other staff members, initiating a lockdown, or directing people to a safe location. I would remain vigilant and observant, recording all events and actions taken for later reporting. It's important to remain calm and professional in these situations, and my primary goal would always be to ensure the safety of people on the premises.



How would you handle a situation where you need to effectively communicate with individuals who do not speak your native language?

How to Answer

The candidate should highlight their communication skills and, if applicable, their ability to use basic phrases in other languages. They should also discuss how they would use non-verbal communication and potentially involve a translator or use language translation apps if necessary.

Sample Answer

In my previous role, I often encountered individuals who did not speak English. I have learned basic phrases in a few common languages, which often helps. Non-verbal communication is also key. I always make sure to maintain a calm and friendly demeanor to ensure the individual does not feel threatened. In cases where I am unable to communicate effectively, I would involve a coworker who speaks the language or use a translation app.

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Security Guard Job Title Summary

Job Description

A Security Guard's primary role is to protect people, property, and information by observing, reporting, and responding to potential security threats. This may involve patrolling specific areas, monitoring security cameras, inspecting property for signs of intrusion, and responding to alarms or disturbances. They often work in a variety of settings including businesses, schools, hospitals, and private residences.

Skills

Observation and surveillance skills, Communication skills, Physical fitness, Problem-solving skills, Understanding of security operations and safety practices, Ability to react quickly and efficiently, Basic knowledge of law enforcement, Customer service skills



Industry	Security Services, Retail, Healthcare, Education, Hospitality, Government
Experience Level	Entry-level to Mid-level. Experience in law enforcement or military service can be beneficial.
Education Requirements	High school diploma or equivalent is typically required, though some positions may require a postsecondary degree or certificate. Many states also require security guards to be licensed.
Work Environment	Security guards work in a wide range of environments, depending on their employer. This can include office buildings, retail stores, and public buildings. Guards who work during the day may have a great deal of contact with other employees and the public. Most security guards work full time. Because many buildings and stores have extended hours, some work night and weekend shifts.
Salary Range	\$23,000 to \$45,000 per year, depending on experience and location.
Career Path	Security guards can advance in their career by gaining experience and additional training. They can move into positions of greater responsibility, such as a supervisor or manager of security personnel. Some also go on to careers in law enforcement or private investigation.
Popular Companies	Securitas, Allied Universal, G4S, ADT, Brinks



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