

Sample Interview Questions

Sample Interview Questions for Customer Service Positions



Introduction

Successful interviews are all about asking the right questions. As the interviewer your job is to take the lead. When interviewing for customer service positions, the most suitable candidate will demonstrate professionalism, active-listening, a customer-centric focus, problem-solving skills, and excellent communications.

Beyond a few general questions at the start of the interview, most questions should be a combination of behavioral and situational questions. Behavioral questions are centered on conduct in past work situations while situational questions are hypothetical and focused on the future. In combination you should get a good sense of past and future performance.

Select a few general questions followed by several behavioral and situational interview questions from the lists provided that are most relevant to your position and modify the questions as appropriate for your position. These questions will enable you

to evaluate the ability of a candidate to be the kind, courteous, and professional face for your company, in an effort to meet your goal of maintaining happy, satisfied, and loyal customers. Be sure to ask all candidates the same questions to better evaluate who the best fit for your organization would be.

General Interview Questions

1. Tell me a little about yourself.
2. What attracts you to a career in customer service?
3. What does good customer service look like to you?
4. What's the best customer service you ever received?
5. What do you regard as the biggest challenge in a customer service position?
6. How do you keep yourself motivated when people are being mean to you?
7. What's your preferred method of communication?
8. How can you improve a dissatisfied customer's experience?
9. Can you work a flexible schedule?
10. What do you enjoy and what do you dislike about providing customer service?
11. Why are you interested in this position?
12. How did you hear about the position?
13. What do you know about our company?
14. What are your greatest professional strengths and weaknesses?
15. What is your dream job?
16. Where do you see yourself in five years?

Behavioral Interview Questions

1. Tell me about a time when you assisted a difficult customer. What steps did you take to handle the situation?

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2. Tell me about a time you assisted a customer who worked with multiple representatives and didn't get the help they needed?
3. Give an example of when you had to overcome strong resistance from a customer.
4. Describe a time you collaborated with a peer to solve a problem.
5. Tell me about a time when you were unable to help a customer with their problem. What was the issue and how did you handle the situation?
6. Tell me about problems with the products or services you currently support/previously supported. How did you deal with these issues?
7. What techniques do you use to measure the quality of your work?

Situational Interview Questions

1. How would you handle receiving criticism from a customer?
2. A customer is saying you're taking too long to solve the issue. What do you do?
3. What would you do if a customer asks a question and you don't know the answer?
4. What would you do if you didn't know how to help a customer?
5. What would you do if the customer is wrong?
6. How would you handle an angry customer?

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