

## Customer Service Representative Interview Questions

1. Share an experience in which you successfully verified the authenticity of tickets.
2. Provide an experience in which you guided patrons to exits in an emergency.
3. Share an effective method you have used to maintain order and ensure adherence to safety rules. Provide an experience.
4. Describe your experience operating refreshment stands.
5. Provide a time when you assisted a patron with a special need.
6. Provide an example when your ethics were tested.
7. Provide an experience in which you resolved a dispute or difficult concern.
8. Share an experience in which you effectively refused to admittance to an undesirable person or a person without a ticket.
9. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
10. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)
11. Provide an experience in which you effectively scheduled and managed volunteer ushers.
12. Name a time when your patience was tested. How did you keep your emotions in check?
13. Describe a time when you successfully provided personal assistance to a coworker or patron.
14. Share an effective method you have used to locate lost articles, children, or parents of lost children. Provide an experience.

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15. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

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16. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

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17. Share an experience in which you worked with others to change an advertising display.

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18. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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19. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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20. Provide an experience in which you managed the inventory or sale of artist merchandise.

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21. Share an experience you had in dealing with a difficult person and how you handled the situation.

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22. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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23. Share an experience in which you managed information kiosks and/or displays of event posters.

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24. What is the key to success when communicating with the public.

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25. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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27. Tell me about a recent experience you've had working with your hands.

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28. Provide an example when you were able to prevent a problem because you foresaw the reaction of another

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person.
29. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
30. Please share an experience in which you presented to a group. What was the situation and how did it go?
31. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
32. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
33. Provide a time when you dealt calmly and effectively with a high-stress situation.
34. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
35. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
36. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
37. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
38. Provide an example of when you were persistent in the face of obstacles.
39. Share an experience in which your willingness to lead or offer an opinion helped your company.
40. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

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