

## Customer Service Representative (csr) Interview Questions

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

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

3. Describe your experience computing charges for merchandise/services and receiving payments.

4. Provide an experience in which you provided a customer with accurate information about various rental items.

5. Provide an effective method you have used to explain rental fees, policies, and procedures.

6. Share an experience in which you adjusted a rental item to better meet a customer's needs.

7. What is the state of your records of transactions, items rented, etc.?

8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

9. 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.)

10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

11. Name a time when your patience was tested. How did you keep your emotions in check?

12. Provide a time when you dealt calmly and effectively with a high-stress situation.

13. Share an experience in which you successfully advised a customer on the use of a product or service.

14. 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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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.)

16. Provide an effective method you have used to advise customers on the use and care of merchandise.

17. Provide an example when your ethics were tested.

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

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

20. Share an experience when you applied new technology or information in your job. How did it help your company?

21. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

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

23. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

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

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

26. Please share an experience in which you presented to a group. What was the situation and how did it go?

27. Provide an example of when you were persistent in the face of obstacles.

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

29. Share an experience in which your willingness to lead or offer an opinion helped your company.

30. 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.)

31. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

32. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

33. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

34. Tell me how you organize, plan, and prioritize your work.

35. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

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

37. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

38. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

39. 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.

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40. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

41. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

42. Name a time when your creativity or alternative thinking solved a problem in your workplace.

43. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

44. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

45. Describe a time when you successfully provided personal assistance to a coworker or patron.

46. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

47. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

48. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

49. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?