

Customer Service Representative Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Describe your experience operating office machines.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me how you organize, plan, and prioritize your work.
5. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
6. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
7. Provide an example when your ethics were tested.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
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. Name a time when your patience was tested. How did you keep your emotions in check?
11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
12. Share an experience in which you effectively maintained and updated a filing, inventory, mailing, and/or database system.
13. 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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14. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

15. Provide an experience in which you counted and disbursed money, performed bookkeeping, and completed banking transactions.

16. Provide an experience in which your communication skills helped you to be effective in your work.

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

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

19. Describe your experience processing and preparing documents.

20. Share an experience in which you effectively compiled, copied, sorted, and/or filed records of office and other activities. What methods made you successful?

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

22. 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.)

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

24. Share an experience in which you effectively typed, formatted, proofread, and edited documents.

25. Share an experience in which you monitored and directed the work of lower-level clerks. What made you an effective supervisor?

26. Provide your experience completing work schedules, managing calendars, and arranging appointments. What methods have made you effective?

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

28. Provide an experience in which you inventoried and ordered materials, supplies, and services.

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

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. Provide an experience in which you trained other staff members to perform work activities. What methods made you successful?

32. Share an experience in which you prepared meeting agendas and recorded and transcribed minutes at meetings.

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

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

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

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

37. Share an experience in which you resolved a problem involving office equipment.

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

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

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

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41. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?

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

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

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

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

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

47. 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?

48. 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.

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