

Field Service Representative Interview Questions

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

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2. Provide an experience in which you recommended a product to a customer based on his/her needs and interests.

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

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

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

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

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8. 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.)

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

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10. Provide an example when your ethics were tested.

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

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

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13. 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

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can demonstrate some initiative.)

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

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

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

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

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

19. 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.)

20. Provide an effective method you have used to contact customers and prospective customers to demonstrate products, explain features, and solicit orders. Share an experience.

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

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

23. Share an effective method you have used to consult with clients after sales to resolve problems and provide support.

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

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

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

28. Share an experience in which you planned, assembled, and/or stocked a successful product display.

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

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

31. Describe your experience preparing drawings, estimates, and bids to meet specific customer needs.

32. Provide an effective method you have used to identify prospective customers.

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

34. Share an experience in which you successfully negotiated with a retail merchant to improve product exposure.

35. Provide your experience arranging and directing delivery and installation of products and equipment.

36. Share an effective method you have used to monitor market conditions, product innovations, and competitors' products, prices, and sales.

37. 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.)

38. Describe your experience negotiating details of contracts and payments.

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

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

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

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

43. Provide an experience in which you successfully trained employees in the operation and maintenance of new equipment.

44. Provide an experience in which you successfully performed administrative duties.

45. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

46. 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.

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

48. Share an experience in which you bought products from manufacturers or brokerage firms and distributed them to wholesale and retail clients.

49. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

50. Would you consider analyzing data or information a strength? How so?

51. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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

53. Give me an example of when you thought outside of the box. How did it help your employer?