

Customer Service Representative Interview Questions

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

2. Provide an experience in which you performed various duties to effectively maintain vehicles. (This can be anything from checking air pressure of tires and levels of fluids to cleaning windshields and waxing vehicles.)

3. Share your experience collecting payments and making change for customers.

4. How do you stay fit in order to perform physical activities that are required in the workplace?

5. Share an experience in which you've successfully learned how to handle a new piece of equipment?

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

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

8. Provide an example when your ethics were tested.

9. Tell me about minor repairs which you have effectively performed.

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

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

12. Provide an experience in which you ordered stock and priced and shelved goods.

13. Share an experience in which you effectively rotated, tested, repaired, and replaced tires.

14. What is the state of your customer records? What is something you would like to improve?

15. Share an effective method you have used to clean parking areas, offices, restrooms, and equipment.

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

17. Provide an experience in which you effectively greased and lubricated vehicles and/or specified units.

18. 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.)

19. Describe your experience installing accessories, such as batteries, bulbs, and windshield wiper blades.

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

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

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

23. 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.)

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

25. Share an experience in which you effectively tested and charged batteries.

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.)

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

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

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29. Share an experience in which you provided a customer with detailed information about local roads or highways.

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

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

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

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

34. 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.)

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

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

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

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

39. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

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

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41. Provide an experience in which you filled fuel tanks of vehicles.

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

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

44. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?

45. Tell me about your last experience doing repair work. How did you determine what tools you needed?

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

48. 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?

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

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

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

52. 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?

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

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