

Customer Service Representative (csr) Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which you successfully balanced currency, coins, and checks in cash drawers and/or calculated daily transactions.
3. Provide an experience in which you counted currency, coins, and checks and prepared them for deposit or shipment.
4. What is the state of your records of customer loans? What is something you are trying to improve in your records?
5. 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?
6. Share your experience preparing and verifying cashier's checks.
7. Provide an effective method you have used to ensure cash balances in bank vaults are correct.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Describe your experience identifying transaction mistakes to balance debits and credits.
10. Provide an experience in which you successfully processed transactions.
11. Provide an example when your ethics were tested.
12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
13. Share an experience in which you resolved a difficult problem with a customer's account.
14. 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.)

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15. Provide an experience in which you effectively promoted a product or service based on customers' needs or interests.

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

17. Provide an experience in which you effectively composed and mailed customer statements.

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

19. Share an experience in which you successfully performed clerical tasks.

20. Share an experience you had in dealing with a difficult person and how you handled the 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. Share your experience processing personal information required for the provision of services.

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

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

25. 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.)

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

27. 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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28. Provide an experience in which you effectively prepared staff work schedules.

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

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

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

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

33. 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.)

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

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

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

37. Share an effective method you have used to inform customers about foreign currency regulations.

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

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

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

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respond?
41. Share an experience in which your willingness to lead or offer an opinion helped your company.
42. Name a time when your creativity or alternative thinking solved a problem in your workplace.
43. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
44. Tell me how you organize, plan, and prioritize your work.
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. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
48. Would you consider analyzing data or information a strength? How so?
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. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
51. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
52. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
53. Please share with me an example of how you helped coach or mentor someone. What improvements did

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you see in the person's knowledge or skills?

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

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

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