

Customer 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?

2. Provide an experience in which you compiled information about new accounts.

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

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

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

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

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

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

9. 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?

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

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

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

13. Provide an example when your ethics were tested.

14. Share an effective method you have used to answer customers' questions, explain services, and inform

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them of procedures. Provide an experience.

15. Describe your experience performing teller duties.

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

17. 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.)

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

19. Share an experience in which you processed loan applications.

20. Share an experience in which you investigated and corrected a difficult error.

21. Provide an experience in which you collected and recording customer deposits and fees.

22. Share your experience executing wire transfers of funds.

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

24. 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?

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

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

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

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

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

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

31. 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.)

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

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

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

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

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

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

39. Provide an experience in which you performed foreign currency transactions.

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

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task.
41. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
42. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
43. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
44. Give me an example of when you thought outside of the box. How did it help your employer?
45. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
46. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
47. 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.
48. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
49. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
50. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
51. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
52. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a

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solution. How did the solution benefit your employer?

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

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

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

56. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)