

Customer Service Representative (csr) Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Provide an experience in which you computed fares and fees and prepared customer invoices.
3. What is the key to success when communicating with the public.
4. Describe a time when you successfully provided personal assistance to a coworker or patron.
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. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
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 assisted passengers needing special assistance in boarding or disembarking.
13. 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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14. Name a time when your patience was tested. How did you keep your emotions in check?
15. Please share an experience in which you presented to a group. What was the situation and how did it go?
16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
17. Provide a time when you dealt calmly and effectively with a high-stress situation.
18. Share an experience in which you effectively planned routes and itineraries and made reservations for transportation and accommodations.
19. Share an experience in which you assembled and issued required documentation.
20. Provide an effective method you have used to inform clients of essential travel information.
21. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
22. 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.)
23. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
24. Provide an experience in which you effectively traced lost, delayed, or misdirected baggage for a customer.
25. 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?
26. Share an effective method you have used to promote destinations, tour packages, and other travel services. Share an experience.

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27. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
28. Provide an example when your ethics were tested.
29. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?
30. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
31. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
32. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
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 an example of when you were persistent in the face of obstacles.
35. Describe your experience assisting clients in preparing travel documents and forms.
36. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
37. 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?
38. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
39. Provide an experience in which you effectively kept an information facility clean during operation.

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40. 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.)

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

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

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

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

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

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

47. 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?

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

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

50. 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.)

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

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52. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

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

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

55. 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.

56. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

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

60. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

61. What are some long-range objectives that you developed in your last job? What did you do to achieve them?