

## Customer Service Representative Interview Questions

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

2. Share an effective method you have used to evaluate eligibility or liability issues.

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

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

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

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

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

8. 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?

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

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

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

14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the

## Customer Service Representative Interview Questions

candidate is dependable.)

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

16. Provide an example when your ethics were tested.

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

18. Tell me about your last experience administering tests in order to license applicants.

19. Share an experience in which you effectively explained licensing, permit, or passport regulations to a group. What methods led to your success as an instructor?

20. Tell me about an applicant you gave a passing score to. How about an applicant you gave a low rating to?

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

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

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

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

25. 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.)

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

## Customer Service Representative Interview Questions

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

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

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

30. Share an experience in which conferring with officials, specialist, or applicants helped you obtain information or clarify facts.

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

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

33. 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.

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

36. 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?

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

38. 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.)

## Customer Service Representative Interview Questions

39. Describe your last experience preparing correspondence to inform concerned parties of licensing decisions or appeals processes.

40. Tell me about the reports you have prepared most recently. What is one thing you are trying to improve in your reports?

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

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

43. Describe an effective method you have used to ensure that establishments uphold licensing standards.

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

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

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

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

48. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

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

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

52. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a

## Customer Service Representative Interview Questions

solution. How did the solution benefit your employer?

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

54. 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.)

55. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

56. 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.)

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

58. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.

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

60. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

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

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

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