

Service Advisor Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
3. Share an effective method you have used to greet customers and help them find what they need.
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 example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
6. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
7. Provide an experience in which you described merchandise and the operation and/or care of merchandise to customers.
8. Provide an experience in which you answered a difficult customer question.
9. Share an experience in which you computed totals of purchases and received payments.
10. Describe your experience helping customers try on or fit merchandise.
11. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
12. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
13. What is the state of your records related to sales? What is something you would like to improve?
14. Share an effective method you have used to maintain a knowledge sales, promotions, policies, and security practices. Provide an experience.

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

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

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

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. Share an experience in which you sold or arranged for deliveries, insurance, financing, and/or service contracts.

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

21. Provide an example when your ethics were tested.

22. Share an experience in which you effectively demonstrated the use or operation of merchandise.

23. Provide an experience in which you accurately estimated and quoted trade-in allowances.

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

25. Describe your experience counting money and balancing cash drawers.

26. Describe your experience preparing merchandise for purchase and/or rental.

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

28. Share an experience in which you identified a security risk or threat. How did you respond?

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

30. Provide an experience in which you ticketed, arranged, and displayed merchandise to effectively promote sales.

31. Share an experience in which you accurately estimated quantity and cost of required merchandise.

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

33. 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.)

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

35. 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.)

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

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

38. 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.)

39. Provide an experience in which you packaged purchases and/or wrapped gifts.

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

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41. Provide a time when you dealt calmly and effectively with a high-stress situation.
42. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
43. Share an experience in which you accurately estimated cost of repairs or alterations to merchandise.
44. Provide an example of when you were persistent in the face of obstacles.
45. Name a time when your creativity or alternative thinking solved a problem in your workplace.
46. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
47. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
48. Share an experience in which your willingness to lead or offer an opinion helped your company.
49. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
50. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
51. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
52. 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.
53. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

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54. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
55. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
56. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
57. How do you stay fit in order to perform physical activities that are required in the workplace?
58. Describe a time when you successfully provided personal assistance to a coworker or patron.
59. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
60. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
61. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.
62. 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?
63. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
64. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
65. 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?
66. How do you ensure that you correctly process a customer's order?

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