

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 experience in which you helped a user solve a difficult hardware or software operation problem.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me how you organize, plan, and prioritize your work.
5. Share an experience when you applied new technology or information in your job. How did it help your company?
6. Give me an example of when you thought outside of the box. How did it help your employer?
7. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
8. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
9. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
10. Please share an experience in which you presented to a group. What was the situation and how did it go?
11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
12. Would you consider analyzing data or information a strength? How so?
13. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
14. Name a time when your advice to management led to an improvement in your company or otherwise

Customer Service Representative Interview Questions

helped your employer.

15. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

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

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

18. Provide an effective method you have used to ensure correct operations and/or detect errors.

19. 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?

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

21. 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.)

22. Share an experience in which you successfully set up a complicated piece of equipment for employee use. What methods did you use to ensure that everything was installed properly?

23. Describe a minor repair you made to hardware, software, or peripheral equipment.

24. Provide an example when your ethics were tested.

25. What is the state of your records? What is one thing you are trying to improve in your record-keeping?

26. 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

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

28. What methods do you use to investigate computer problems? Share an experience.

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

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

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

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. Describe a training you successfully conducted or a training material you developed on the use of hardware or software. What methods made it successful?

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

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

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

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

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

39. Share an experience in which conferring with others helped you establish effective requirements for new systems or modifications.

Customer Service Representative Interview Questions

40. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
41. Tell me about a staff you hired, supervised, and directed. What made you a successful supervisor?
42. Describe an improvement you made to software or hardware. How did you identify the need for improvement?
43. 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?
44. 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.
45. How do you maintain a current knowledge of hardware and software?
46. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
47. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
48. Share an experience in which your willingness to lead or offer an opinion helped your company.
49. Tell me about a program you modified to meet internal needs.
50. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
51. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
52. Share an experience in which you successfully coordinated with others. How about a coordination effort

Customer Service Representative Interview Questions

that was not as successful?

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

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

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

56. 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.)

57. Describe an office automation feasibility study (e.g. workflow analysis) you successfully conducted. How did your analysis benefit your company?

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

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

60. Share an experience in which you've successfully learned how to handle a new piece of equipment?

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

62. Tell me about a time when you successfully determined the cause of an operating error at your company and solved the problem.

63. 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.)

64. 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?

Customer Service Representative Interview Questions

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

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

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

68. 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.)

69. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

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

71. What is the most challenging part of budgeting for you?

72. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?

73. Tell me about a time when your ability to analyze needs and product requirements helped you create an effective design or make an informed decision to benefit your company.