

Customer Service Representative (csr) Interview Questions

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

2. Provide an experience in which you answered a difficult customer question or resolved a complaint.

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. Provide an example when your ethics were tested.

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

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

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

9. Share your experience calculating total payments received and reconciling it with total sales.

10. Share an experience in which you processed merchandise returns and exchanges.