

Customer Service Representative (csr) 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. Describe your experience computing charges for merchandise/services and receiving payments.
4. Provide an experience in which you provided a customer with accurate information about various rental items.
5. Provide an effective method you have used to explain rental fees, policies, and procedures.
6. Share an experience in which you adjusted a rental item to better meet a customer's needs.
7. What is the state of your records of transactions, items rented, etc.?
8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
9. 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.)
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?