

Telephone Service Adviser Interview Questions

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

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

3. What is the state of your records of customer interactions and transactions? What is something you would like to improve?

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

7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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

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

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