Appointment Scheduler Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. What is the key to success when communicating with the public.
3. Describe a time when you successfully provided personal assistance to a coworker or patron.
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. Share an experience in which you scheduled and confirmed appointments and consultations.
7. Provide an example when your ethics were tested.
8. Provide an effective method you have used to greet visitors and direct them to the appropriate staff.
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)