

## Car Dealer 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. Share an effective method you have used to greet customers and help them find what they need.                                                          |
|                                                                                                                                                           |
| 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. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.                                          |
|                                                                                                                                                           |
| 7. Provide an experience in which you described merchandise and the operation and/or care of merchandise to customers.                                    |
|                                                                                                                                                           |
| 8. Provide an experience in which you answered a difficult customer question.                                                                             |
|                                                                                                                                                           |
| 9. Share an experience in which you computed totals of purchases and received payments.                                                                   |
|                                                                                                                                                           |
| 10. Describe your experience helping customers try on or fit merchandise.                                                                                 |
|                                                                                                                                                           |