Car Dealer Interview Questions

| 1. What is the key to success when communicating with the public. |
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| 2. Share an experience you had in dealing with a difficult person and how you handled the situation. |
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| 3. Share an effective method you have used to greet customers and help them find what they need. |
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| 4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the |
| candidate has open lines of communication.) |
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| 5. Share an example of a time you had to gather information from multiple sources. How did you determine |
| which information was relevant? |
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| 6. Describe a time when you successfully persuaded another person to change his/her way of thinking or |
| behavior. |
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| 7. Provide an experience in which you described merchandise and the operation and/or care of merchandise to |
| customers. |
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| 8. Provide an experience in which you answered a difficult customer question. |
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| 9. Share an experience in which you computed totals of purchases and received payments. |
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| 10. Describe your experience helping customers try on or fit merchandise. |
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