

Service Advisor 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.