

## Field Service Representative Interview Questions

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

2. Share an experience in which you effectively contacted customers, discussed needs, and explained how products or services could meet those needs.

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

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

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

8. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

9. Please share an experience in which you presented to a group. What was the situation and how did it go?

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