

## Telephone Service Representative (tsr) Interview Questions

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

2. Provide an experience in which you effectively explained products or services and answered customers' questions.

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

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

5. Share an effective method you have used to deliver prepared sales talks to persuade potential customers to purchase products or services or make donations.

6. Provide an example when your ethics were tested.

7. Provide a time when you dealt calmly and effectively with a high-stress situation.

8. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

9. Provide an example of when you were persistent in the face of obstacles.

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