

Customer Service Specialist Interview Questions

1. Share an experience in which you successfully verified the authenticity of tickets.

2. Provide an experience in which you guided patrons to exits in an emergency.

3. Share an effective method you have used to maintain order and ensure adherence to safety rules. Provide an experience.

4. Describe your experience operating refreshment stands.

5. Provide a time when you assisted a patron with a special need.

6. Provide an example when your ethics were tested.

7. Provide an experience in which you resolved a dispute or difficult concern.

8. Share an experience in which you effectively refused to admittance to an undesirable person or a person without a ticket.

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

10. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)