

## Customer Service Representative (csr) Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which you successfully balanced currency, coins, and checks in cash drawers and/or calculated daily transactions.
3. Provide an experience in which you counted currency, coins, and checks and prepared them for deposit or shipment.
4. What is the state of your records of customer loans? What is something you are trying to improve in your records?
5. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
6. Share your experience preparing and verifying cashier's checks.
7. Provide an effective method you have used to ensure cash balances in bank vaults are correct.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Describe your experience identifying transaction mistakes to balance debits and credits.
10. Provide an experience in which you successfully processed transactions.
11. Provide an example when your ethics were tested.
12. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
13. Share an experience in which you resolved a difficult problem with a customer's account.
14. 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.)

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15. Provide an experience in which you effectively promoted a product or service based on customers' needs or interests.

16. Name a time when your patience was tested. How did you keep your emotions in check?

17. Provide an experience in which you effectively composed and mailed customer statements.

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

19. Share an experience in which you successfully performed clerical tasks.

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