

Customer Service Representative (csr) Interview Questions

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

2. Provide an experience in which you answered a difficult customer question or resolved a complaint.

3. What is the key to success when communicating with the public.

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. Provide an example when your ethics were tested.

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

7. Tell me about a recent experience you've had working with your hands.

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

9. Share your experience calculating total payments received and reconciling it with total sales.

10. Share an experience in which you processed merchandise returns and exchanges.

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

12. Provide an experience in which you monitored checkout stations to ensure they had adequate cash and were staffed appropriately.

13. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

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.)

Customer Service Representative (csr) Interview Questions

15. Describe your experience assisting with duties in other areas of the store.

16. Provide an effective method you have used maintain clean and orderly checkout areas.

17. Share an experience in which you supervised others and/or provided on-the-job training. What methods made you successful?

18. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

19. Describe your experience stocking shelves and marking prices on shelves and items.

20. Provide an experience in which you bagged, boxed, wrapped, and/or gift-wrapped merchandise.