

Customer Service Representative Interview Questions

1. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

2. Share an experience in which you've successfully learned how to handle a new piece of equipment?

3. Describe an effective method to disassemble appliances so that problems can be diagnosed and repairs can be made.

4. What kind of experience do you have servicing and repairing domestic electrical and/or gas appliances such as clothes washers, refrigerators, stoves, and dryers?

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

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

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

8. Share an experience when you applied new technology or information in your job. How did it help your company?

9. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

10. Tell me about your last experience doing repair work. How did you determine what tools you needed?

11. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

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

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

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14. Provide an example when your ethics were tested.
15. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)
16. What is the most challenging part of providing repair cost estimates, and recommending whether appliance repair or replacement is a better choice?
17. Describe an experience when you talked to customers or referred to work orders in order to establish the nature of appliance malfunctions.
18. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?
19. What have you found to be the best way to observe and examine appliances during operation to detect specific malfunctions such as loose parts or leaking fluid?
20. Share an experience you had in dealing with a difficult person and how you handled the situation.