

Agent 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 recommended a product to a customer based on his/her needs and interests.

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

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

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

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

8. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)

9. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

10. Provide an example when your ethics were tested.

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

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 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

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can demonstrate some initiative.)

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

15. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

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

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

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

19. 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.)

20. Provide an effective method you have used to contact customers and prospective customers to demonstrate products, explain features, and solicit orders. Share an experience.