

## Customer Service Representative Interview Questions

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

2. Describe your experience operating office machines.

3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

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

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

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

7. Provide an example when your ethics were tested.

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

9. 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.)

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

11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

12. Share an experience in which you effectively maintained and updated a filing, inventory, mailing, and/or database system.

13. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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

15. Provide an experience in which you counted and disbursed money, performed bookkeeping, and completed banking transactions.

16. Provide an experience in which your communication skills helped you to be effective in your work.

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

18. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

19. Describe your experience processing and preparing documents.

20. Share an experience in which you effectively compiled, copied, sorted, and/or filed records of office and other activities. What methods made you successful?