

## Inward Toll Operator Interview Questions

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

2. Describe your experience referring to directories to answer customers' requests and provide telephone information.

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

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

6. Provide an example when your ethics were tested.

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

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

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

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

11. Describe your experience operating a switchboard.

12. Provide an experience in which your knowledge of alternate spellings, possible locations, or other listing formats helped you to locate information a customer requested.

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

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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.)

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

16. Provide an experience in which you assisted a customer with a special billing request.

17. Provide an experience in which you monitored an automated system for placing collect calls and assisted callers with difficulties.

18. Share your experience calculating charges for services, e.g. long-distance connections.

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

20. Share your experience performing clerical duties.