

Field Service Representative 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. Share an effective method you have used when interviewing clients to determine the services required to meet their needs.

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

4. Describe a time when you successfully provided personal assistance to a coworker or patron.

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

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

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

8. Give me an example of when you thought outside of the box. How did it help your employer?

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

13. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

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

15. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

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

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

18. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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

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