Customer Liaison Interview Questions

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

2. Share an experience in which you helped a user solve a difficult hardware or software operation problem.

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

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

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

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

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

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

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

12. Would you consider analyzing data or information a strength? How so?

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

14. Name a time when your advice to management led to an improvement in your company or otherwise

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helped your employer.

15. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

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

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

18. Provide an effective method you have used to ensure correct operations and/or detect errors.

19. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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

21. 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.)

22. Share an experience in which you successfully set up a complicated piece of equipment for employee use. What methods did you use to ensure that everything was installed properly?

23. Describe a minor repair you made to hardware, software, or peripheral equipment.

24. Provide an example when your ethics were tested.

25. What is the state of your records? What is one thing you are trying to improve in your record-keeping?

26. 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.)

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27. Provide an example of when you were persistent in the face of obstacles.
28. What methods do you use to investigate computer problems? Share an experience.
29. Provide a time when you dealt calmly and effectively with a high-stress situation.
30. Tell me about a recent experience you've had working with your hands.