

Telephone Service Adviser Interview Questions

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

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

3. What is the state of your records of customer interactions and transactions? What is something you would like to improve?

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

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

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

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

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

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

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

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

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

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

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

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

17. 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?

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

19. Provide an example when your ethics were tested.

20. 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.)

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

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

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

24. Provide an experience in which you determined if a loss was covered by an insurance policy.

25. Share an experience in which you ensured that appropriate changes were made to resolve a customer's problem.

26. Provide an experience in which you effectively resolved customers' service and/or billing complaints.

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

28. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

29. Share an experience in which you obtained and examined all relevant information to assess the validity of a complaint and to determine possible causes (e.g. extreme weather conditions that could increase utility bills).

30. Provide an effective method you have used to solicit sales of new or additional services or products. Share an experience.