

Customer Service Representative Interview Questions

1. Share an experience in which you computed prices of items.
2. Name a time when your patience was tested. How did you keep your emotions in check?
3. Provide a time when you dealt calmly and effectively with a high-stress situation.
4. What is the state of your records of out-going orders?
5. Provide an example when your ethics were tested.
6. 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.)
7. Tell me about a recent experience you've had working with your hands.
8. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
9. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
10. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
11. 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.)
12. Provide an example of when you were persistent in the face of obstacles.
13. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
14. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

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15. 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.)

16. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

17. Name a time when your creativity or alternative thinking solved a problem in your workplace.

18. Share an experience in which your willingness to lead or offer an opinion helped your company.

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

20. Provide an experience in which you effectively requisitioned additional materials, supplies, and/or equipment.

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

22. 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?

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

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

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

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

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