

Customer Service Representative Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Share an effective method you have used to evaluate eligibility or liability issues.
3. What is the key to success when communicating with the public.
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. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
7. Would you consider analyzing data or information a strength? How so?
8. 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?
9. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
10. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
12. Please share an experience in which you presented to a group. What was the situation and how did it go?
13. Tell me how you organize, plan, and prioritize your work.
14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the

Customer Service Representative Interview Questions

candidate is dependable.)

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

16. Provide an example when your ethics were tested.

17. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

18. Tell me about your last experience administering tests in order to license applicants.

19. Share an experience in which you effectively explained licensing, permit, or passport regulations to a group. What methods led to your success as an instructor?

20. Tell me about an applicant you gave a passing score to. How about an applicant you gave a low rating to?

21. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

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

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

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

25. 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.)

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

Customer Service Representative Interview Questions

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

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

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

30. Share an experience in which conferring with officials, specialist, or applicants helped you obtain information or clarify facts.