

## Appointment Clerk Interview Questions

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| 1. Share an experience you had in dealing with a difficult person and how you handled the situation.  |
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| 2. Share an experience in which you effectively operated a telephone switchboard.   |
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| 3. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)   |
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| 4. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)                               |
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| 5. Provide an effective method you have used to greet patrons, determine nature of visits, and direct them to destinations.   |
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| 6. What is the key to success when communicating with the public.   |
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| 7. Provide an example when your ethics were tested.   |
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| 8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.   |
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| 9. Please share an experience in which you presented to a group. What was the situation and how did it go?  |
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| 10. Name a time when your patience was tested. How did you keep your emotions in check?   |
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| 11. 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.) |
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| 12. 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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| 13. Provide an experience in which you scheduled appointments and maintained appointment calendars.   |
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| 14. Share an experience in which you effectively performed administrative support tasks.  |

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| 15. Provide an experience in which you resolved a difficult complaint from a customer.  |
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| 16. What is the state of your records? What is something you would like to improve upon in your recordkeeping?  |
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| 17. 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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| 18. 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.)  |
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| 19. 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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| 20. Provide a time when you dealt calmly and effectively with a high-stress situation.  |
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| 21. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?   |
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| 22. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.  |
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| 23. 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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| 24. What is the state of your records of staff members (e.g. whereabouts or availability)? What is something you would like to improve?   |
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| 25. Share an experience in which you analyzed data and effectively determined an answer to a question from a customer or member of the public.  |
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| 26. Share an experience in which you successfully processed and prepared documents (e.g. memos or travel  |

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vouchers).

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

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

29. Provide an example of when you were persistent in the face of obstacles.

30. Provide an experience in which you calculated and quoted rates for products or services.