

Customer Service Agent Interview Questions

1. Share an experience you had in dealing with a difficult person and how you handled the situation.
2. Provide an experience in which you computed fares and fees and prepared customer invoices.
3. What is the key to success when communicating with the public.
4. Describe a time when you successfully provided personal assistance to a coworker or patron.
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. Tell me how you organize, plan, and prioritize your work.
7. Share an experience when you applied new technology or information in your job. How did it help your company?
8. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
9. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
10. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
11. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
12. Share an experience in which you assisted passengers needing special assistance in boarding or disembarking.
13. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

Customer Service Agent Interview Questions

14. Name a time when your patience was tested. How did you keep your emotions in check?
15. Please share an experience in which you presented to a group. What was the situation and how did it go?
16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
17. Provide a time when you dealt calmly and effectively with a high-stress situation.
18. Share an experience in which you effectively planned routes and itineraries and made reservations for transportation and accommodations.
19. Share an experience in which you assembled and issued required documentation.
20. Provide an effective method you have used to inform clients of essential travel information.
21. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
22. 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.)
23. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
24. Provide an experience in which you effectively traced lost, delayed, or misdirected baggage for a customer.
25. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?
26. Share an effective method you have used to promote destinations, tour packages, and other travel services. Share an experience.

Customer Service Agent Interview Questions

27. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.

28. Provide an example when your ethics were tested.

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

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