

## Agent Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
3. Share an effective method you have used to greet customers and help them find what they need.
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 example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
6. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
7. Provide an experience in which you described merchandise and the operation and/or care of merchandise to customers.
8. Provide an experience in which you answered a difficult customer question.
9. Share an experience in which you computed totals of purchases and received payments.
10. Describe your experience helping customers try on or fit merchandise.
11. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
12. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
13. What is the state of your records related to sales? What is something you would like to improve?
14. Share an effective method you have used to maintain a knowledge sales, promotions, policies, and security practices. Provide an experience.

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15. Give me an example of when you thought outside of the box. How did it help your employer?

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

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

18. 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.)

19. Share an experience in which you sold or arranged for deliveries, insurance, financing, and/or service contracts.

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

21. Provide an example when your ethics were tested.

22. Share an experience in which you effectively demonstrated the use or operation of merchandise.

23. Provide an experience in which you accurately estimated and quoted trade-in allowances.

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

25. Describe your experience counting money and balancing cash drawers.

26. Describe your experience preparing merchandise for purchase and/or rental.

27. Tell me about a recent experience you've had working with your hands.

28. Share an experience in which you identified a security risk or threat. How did you respond?

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

30. Provide an experience in which you ticketed, arranged, and displayed merchandise to effectively promote sales.