Customer Service Representative Interview Questions

1. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
2. Share an experience you had in dealing with a difficult person and how you handled the situation.
3. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
4. Tell me how you organize, plan, and prioritize your work.
5. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
6. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
7. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
8. Please share an experience in which you presented to a group. What was the situation and how did it go?
9. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?
10. Provide an example when your ethics were tested.