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.
11. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
12. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?
13. What is the key to success when communicating with the public.

14. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
15. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
16. 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.)
17. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
18. 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?
19. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?
20. Name a time when your patience was tested. How did you keep your emotions in check?