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?
21. 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.)
22. What is the most challenging part of budgeting for you?
23. Share an experience when you applied new technology or information in your job. How did it help your company?
24. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)
25. Would you consider analyzing data or information a strength? How so?

26. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
27. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)
28. Provide a time when you dealt calmly and effectively with a high-stress situation.
29. Provide an experience in which you were sensitive to somone's needs or feelings. How did your helpfulness affect your work environment?
30. Please share an experience in which you successfully planned, administered, and/or controlled a budget for a contract, equipment, or supplies.
31. Give me an example of when you thought outside of the box. How did it help your employer?
32. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.
33. Share an experience in which your willingness to lead or offer an opinion helped your company.
34. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?
35. Describe an experience in which your ability to work well with others and reconcile differences helped your company or employer. (Make sure the candidate knows how to negotiate.)
36. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.
37. Provide an experience in which you sucessfully directed the supportive services department of a business, agency, or organization.
38. What is your secret to monitoring a facility?

39. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.
40. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.
41. Tell me about the last time you hired a clerical or administrative worker. How did you make your decision? How about a time when you terminated an employee?
42. Tell me about the last time you prepared and/or reviewed operational reports or schedules to ensure accuracy and efficiency.
43. Provide an example of when you were persistent in the face of obstacles.
44. How do you effectively set goals and deadlines for a department?
45. Name a time when your creativity or alternative thinking solved a problem in your workplace.
46. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.
47. Tell me about the last time one of the machines you oversaw needed maintenance or repair. What did you do to ensure the work was done in a timely and acceptable manner?
48. 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.)
49. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?
50. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?
51. Provide a time when you improved efficiency in a construction or renovation project. (Make sure the

candidate ensured that the facility met all environmental, health, security, and governmental standards.)
52. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?
53. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.
54. Provide an experience in which your participation in planning and design of architecture and/or engineering helped your company.
55. Describe a situation in which you successfully conducted a class to staff to teach procedures to staff.
56. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
57. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
58. Tell me about a time when you recommended the implementation of a procedure or policy, or a change to one, which improved operations in your company.
59. Tell me about the last time you managed leasing of facility space for your company.
60. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)
61. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)
62. 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?
63. Describe a time when you successfully provided personal assistance to a coworker or patron.

64. Tell me about a recent experience you've had working with your hands.
65. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
66. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?
67. What is the key to a successful budget?