Customer Service Manager Interview Questions

1. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.
2. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.
3. What is the key to success when communicating with the public.
4. Share an experience you had in dealing with a difficult person and how you handled the situation.
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. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
8. Share an experience when you applied new technology or information in your job. How did it help your company?
9. Give me an example of when you thought outside of the box. How did it help your employer?
10. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.