

Customer Service Representative

Candidate: _____

Date: _____

1. Tell me about your responsibilities in your previous jobs. Which did you like most and why? Also, which did you like the least and why? *(Listen for likes and dislikes that may or may not fit this job.)*
2. Have you ever worked or volunteered in a position where your primary responsibility was to assist or serve people? How did you like it? How successful were you? *(Probe for willingness to serve the needs of others.)*
3. What attracts you to this job with our company? Why? *(Listen for a desire to work and a desire to serve others as well as an interest in your organization.)*
4. How would you describe yourself as a worker? What are your strengths? What things do you think you might need to improve? *(Listen for work ethic, willingness to serve others.)*
5. What type of people do you like best? And least? Why? *(Listen for openness and a lack of prejudice.)*
6. What type of supervisor do you like best? Why? *(Listen for a willingness to be supervised.)*
7. Think of a company that you feel provides good customer service. What is it about this company that makes you think of them? *(Listen for service knowledge, values.)*
8. Tell me about a time when someone failed to provide good service to you. Give me examples of what the person did poorly. How could he/she have improved? *(Listen for service knowledge, values.)*
9. Sooner or later, we all have to deal with a person who is unreasonable. What types of behavior would you find most frustrating? How would you

respond under such a circumstance? (*Listen for openness, tact and ability to handle difficult people.*)

What do you think is most important in building long-term, repeat customer business? (*Listen for work ethic, service values, willingness to serve.*)