



THE HIRE TALENT
A TALENT ASSESSMENT COMPANY

Interview Questions Customer Service Representative

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Organization and Problem Solving

- How do you manage your time?
- How do you organize your workspace?
- How do you get up-to-date information from customers and what do you do with it?
- What do you do when you don't know the answer to the customer's issue?
- What would you do if a frustrated customer complained about a widely known problem with the company's product?

Composure and Customer Service

- What does customer service mean to you?
- Tell me about a time you had to deal with an unjustified complaint from a customer.
- Tell me about a conflict you handled well and one you didn't handle well.
- How do you go about establishing rapport with a new person?
- How do you decide when to involve your manager with a customer's concern?
- Tell me a time when you deviated from standard procedure when addressing a customer's concern.
- Tell me a time you almost lost a customer, but you were able to turn it around.
- What process do you use to calm an upset customer?
- Tell me about a time when you had difficulty understanding a customer. What did you do?

Communication

- How do you disseminate information to other people? How do you decide what's important?
- How do you explain complex information to a person not in your industry?
- How do you signal your complete attention to others?

Technology

- Tell me about a time you learned how to use a new software program.
- What customer service software programs do you have experience with?
- What are your best and worst technical skills?

Hire A-Players Every Time You Hire

BOOK YOUR FREE DISCOVERY CALL

“I feel as though I have a ready consultant on my shoulder ready to assist and discuss with me any difficult choices that result from the results of the testing. They have this area nailed, and I am very satisfied and content with the system.”

“All of the people I have hired since going through the FACT-based Hiring System have been my top performers. The system has greatly improved my team!”

“I love the performance management software! It allows me to keep track of all my hires and their metrics in one place! We have been able to push our hiring process faster than ever before!”

[Scheduling Link](#)