Interview Questions Inside Sales

A person who manages and maintains relationships with existing customers rather than creating new ones.

Composure and Customer Service

- *Sales representatives often have to meet unhappy customers. Tell me about a time that you turned a negative situation with a customer into a positive one.*
- *Describe how you prepare for a sales call with a customer. What questions will you ask to find out what they need?*
- *What do you do to nurture existing clients and establish customer loyalty?*
- *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?*
- *Tell me a time when you deviated from standard procedure when addressing a customer's concern.*
- *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?*

Organizational Agility and Problem Solving

- *Can you tell me about a time when you had an internal conflict regarding direction with a customer and how you ended up finding a solution?*
- *What is the most effective way you have found to engage stakeholders where you have to convince people who do not work for you to provide information?*
- *Tell me a time when organizational priorities shifted and significantly changed your assignment.*
- *How do you manage your time?*
- *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?*

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?*

Technology

- *What CRM/Sales programs do you have experience with? Tell me about a time you learned how to use a new program.*

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