

Welcome to your guide...

21 CUSTOMER SERVICE REPRESENTATIVE INTERVIEW QUESTIONS & ANSWERS

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CUSTOMER SERVICE REPRESENTATIVE
INTERVIEW

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Q. Tell me about yourself and why you would excel in this Customer Service Representative position.

Sample Answer:

Thank you for inviting me to be interviewed for this Customer Service Representative position today. Throughout my career, I have developed a variety of transferrable skills and experience that I believe will enable me to excel in this role as a customer service representative. I am a highly positive and effective employee who thrives in customer-focused environments. During my time in previous customer service roles, I learnt to fully understand the importance of consistently maintaining high standards of customer satisfaction. Without the customer there would be no company, so it is important that every member of the team works towards providing a high level of service. I have a proven track record of delivering passionate customer service, being an excellent communicator, and being adaptable when under pressure. Outside of work I am driven by my family who are fully supportive of my career and they would support the variety of shift work that can be required from the role. I also enjoy hobbies such as going to the gym where I can maintain healthy fitness and concentration levels. If you employ me in this position, I will be a reliable and customer-driven employee who will be proud to represent the high standards of your company and deliver excellent customer service for your customers.

Q. Why do you want this job and what can you specifically bring to the role?

Sample Answer:

I am applying for this post because I am looking for a new and challenging role and I believe the skills, qualities and experience I possess would be a perfect match for this position with your company. I enjoy working in a customer-focused environment and believe I would make an excellent employee. I understand that the company is changing and moving forward, and I believe you would be an exciting company to work for. I also believe I can bring something to the team in terms of commitment, motivation and enthusiasm. I have worked in a customer-based role for a number of years now and during this time I have developed skills that can be applied to the role. As well as being a good communicator and possessing excellent practical skills, I am also a highly disciplined person and a very good team player. I am a fit and active person who visits the gym/swimming pool three times a week and I also play football for a local Sunday team. I am a very good communicator and learn new skills quickly. To summarise, I am a highly professional, caring, trustworthy, friendly and motivated person and I believe I would make an excellent member of your team.

Q. Why have you chosen our company over others?

Sample Answer:

During my research into your company, three things stood out. Firstly, the way in which you manage and run your business is positive. There are lots of positive comments made online about your organization, and this demonstrate you are a great company to work for who cares about its customers. Secondly, the 'latest news' section on your website tells me you are innovative and forward-thinking, which makes you even more attractive to work for. Finally, I want to stay in a role for a long time and gain stability with my employer. You are clearly a leader in the industry and that fills me with confidence that I will be able to thrive in this role and be able to professionally and personally develop as the years progress.

Q. What skills, qualities and attributes do you have that are a match for a role within customer service?

Sample Answer:

Having studied the job description for this customer services role, I believe I have all the skills, qualities and attributes to perform to a high standard. For example, I am passionate about delivering high quality customer service and care; I have an ability to deal with and resolve customer complaints quickly and efficiently; I am able to communicate effectively when dealing with either customers and company stakeholders; I am flexible and can work unsociable hours as and when required, and I am also a loyal and hard working person who understand how important the customer services role is to the success of your company. Without the customer, there would be no business, so it's important the service provided is outstanding.

Q. Describe a time when you were flexible in a work-related situation.

Sample Answer:

In my previous role as a sales assistant in a small electronics shop, I frequently worked at the checkout. On occasion, we would have customers entering the shop minutes before closing time. Sometimes, these customers would quickly find the item they were looking for, purchase it, and leave. In some cases, customers were less aware of our opening and closing times, and would therefore take their time in the shop. While the shop was meant to close, I would make sure not to rush the customers, since it was important that they had the most comfortable experience possible. Often, this meant that I wouldn't close the shop until five or ten minutes past closing time. However, I made sure that stock checks and other procedures were carried out with the utmost care. I did this to ensure that, not only were customer experiences as pleasant as possible, but also to maintain safety and security in the shop once it had closed.

Q. Give an example of when you delivered excellent customer service.

Sample Answer:

While working a customer assistant for a major fashion retailer, I served a customer who was unsure about what pair of trainers to buy. He told me that they had been to a few different stores, but nothing had suited him either in terms of comfort or style. He seemed very defeated and was worried that there was nothing out there for him, and so I wanted to turn the situation around. I asked the customer about what their preferences were: what colours and patterns did they prefer, and whether they wanted high-top trainers or low-top trainers. After hearing his preferences, I searched the shelves for two or three pairs that might take his fancy. He deliberated for quite a while, and I gave him space to decide one which pair he liked the most. During this time, I made sure I had the product specifications for all three pairs available, as well as loading customer reviews for them to give him the best possible representation of each product. Eventually, he decided on a pair of green slip-on trainers. Finally, I ensured that the customer had the correct size. At the till, I gave him some tips on keeping his trainers in good condition, so that they would last as long as possible. Three weeks later, the customer had left a positive review of the product on the website, thanking our store specifically for the information and service.

Q. How would you deal with an angry or frustrated customer? What would you consider when dealing with them and why?

Sample Answer:

My approach to dealing with angry or frustrated customers is to listen to them, focus on what has upset them, and how we can resolve it. For example, if a customer is angry that his product is faulty, then it's my duty to ensure that he receives either a refund or an exchange for his product as soon as possible. It's also important for me to remain calm. Customers might be irate and difficult but getting angry with or at them will only make matters worse. Provided that the customer isn't physically or verbally abusive, then it's still my job to give them the best service possible.

Q. Describe the steps you would go through when dealing with a customer complaint.

Sample Answer:

Firstly, I would carefully listen to the customer's complaint. I believe that it's important for customers to have the opportunity to deliver their complaint to a human being, and I would make sure that I'm attentive in hearing the issue directly from them. At this point, I would try to resolve anything that I could on the spot. In some cases, this might just require an apology. If so, I would offer them my most heartfelt and

sincere apology for the incident that they're complaining about. If they're complaining about a faulty product, then I would do my best to refund or exchange the customer there and then. If the issue can't be resolved in the moment, I would take note of the complaint after the customer has left. I would then take the steps to incorporate the complaint into my own customer service skills.

Q. Describe a time when you successfully worked on a project with a team of people. What role did you play in making the project a success?

Sample Answer:

In my previous role for an events catering company, we once worked on a particularly challenging event. It was the biggest event we had ever catered for, and a lot of the guests had switched seats when it came to serving meals. Since guests had picked their meal from a set menu, it was initially difficult to ensure that everyone received the meal that they had requested. To tackle this problem, myself and the rest of the waiting staff briefly assembled. We decided that the best way to solve the issue was to each carry a separate item from the menu, and ask at each guest what they had ordered. If they had ordered the meal that the staff menu was holding, it would be given to them on the spot. If not, the staff member would notify the rest of the team where they needed to go to fill in the gaps. I was tasked with serving the vegan meals, which meant that I had to ensure that all the vegan guests received a meal that suited their dietary preferences. Once all of the meals had been served, I went to every table and double-checked that every guest had received the correct meal. After the event had finished, we heard from the organiser, who was extremely satisfied with how we had handled the catering situation. Since then, this organiser has recommended our services for multiple events.

Q. How would you deal with a team member who was not pulling their weight?

Sample Answer:

Before approaching them, I would clarify that my suspicions were true. The worst possible thing to do in this situation is falsely accuse someone of not contributing enough. If it was clear that they were not pulling their weight, I would try to approach them privately and discuss their workload. I would try to express my concern for their lack of contribution in as polite a way as possible. If there wasn't a good reason for their lack of contribution, I would try to emphasise how their behaviour negatively impacts the rest of the team. Hopefully, trying to help them see things from my point of view will alleviate the situation. If this fails, then I believe it's important to take the issue higher to be resolved. I would get in touch with my manager first, and follow their instructions on how to proceed. Under no circumstances

would I become angry or frustrated with the individual – it's important to remain level-headed in situations of this kind.

Q. Describe a stressful situation at work and how you handled it?

Sample Answer:

One particular day at work, a client called me directly and started shouting abuse at me down the telephone. She was complaining that she'd been charged twice for some work we had carried out for her. After she had the time to vent her frustrations, I set about resolving the situation for her. I logged on to our computer system, identified the error and refunded back the second payment straight away. I then apologized and explained that the error had been unintentional, which she accepted. Whenever there are stressful situations at work, I feel I am at my best. I always remain resilient during stressful situations and focus on what I want to achieve. Dealing with stress at work is all part and parcel of everyday life and I would always be determined to see things through to a successful resolution.

Q. When have you worked as part of a team to complete a difficult task?

Sample Answer:

In my previous job I volunteered to work with 5 other members to complete a difficult project that had fallen by the wayside due to a contractor going out of business. The task required all 5 of us to work closely together to integrate a new software system with the client's website. We only had four days to complete the task in accordance with the specification and the client's requirements. Time was of the essence and we needed to work hard to get everything done to a professional standard. We started out by reading the client brief carefully and then I decided to take the lead and allocate specific tasks based on each team members capabilities and area of expertise. We then set timescales for each team member to reach, which would ensure the task got completed in time. Throughout the four-day working period, we all supported each other as and when required in order to motivate each other through regular communication. The end result was the project was completed on time and to a high standard, much to the satisfaction of the client.

Q. Why do you want to leave your job?

Sample Answer:

For the simple reason, I feel it is time for a change. My employer has been fantastic, and I very much enjoyed working for them, but I feel I have so much more to offer and I've been attracted to your company since first seeing in the job advert. I will leave my employer on great terms and I will miss the

team, but I am looking forward positively to a new and fresh challenge where my skills and experiences can be fully utilized.

Q. What skills do you possess that you think would be an asset to our team?

Sample Answer:

I am a very conscientious person who takes the time to learn and develop new skills correctly. I have vast experience working in a customer-focused environment and fully understand that customer satisfaction is important. Without the customer there would be no company, so it is important that every member of the team works towards providing a high level of service. I believe I have the skills, knowledge and experience to do this. I am a very good team player and can always be relied upon to carry out my role to the highest of standards. I am a flexible person and understand that there is a need to be available at short notice to cover shifts or additional workload if required. In addition to these skills and attributes, I am a very good communicator. I have experience of having to communicate to customers in my previous role and believe that this would be an asset in this role. Finally, I am very good at learning new skills which means I will be able to learn the new role quickly and fit into the team in order to help them achieve their goals.

Q. What was the last piece of professional development you undertook?

I actually studied an online customer care course through the website Udemy.com. I wanted to brush up on my customer service skills before applying for this job and I learned some useful modern-day techniques for improving customer service and also upselling when the opportunity arises. I see personal development as an important aspect of my role and would always take onboard feedback relating to my performance in a positive way as I like to continually develop in my work.

Q. What are your strengths?

Sample Answer:

In particular I have five key strengths. These are having an ability to work hard to complete a task even when under pressure. A loyal attitude and approach to work, which means I will never let you down. The ability to even work alone unsupervised, and also as part of a team, which means I have a flexible approach to work. I am also someone who can adapt to change, and I realize that change is important, if a business is going to grow. Finally, I am a strong customer service focused employee who is able to provide exceptional service. I can be relied upon to perform to a high standard in this role and will ensure all customers receive the same great service.

Q. Where do you see yourself in 5 years' time?

Sample Answer:

In five years' time, I see myself progressing within the company to the point where not only am I not only well-respected in the role, but I've also taken on further responsibilities. I believe that, in five years' time, I will have proven myself as an invaluable member of the team. I would also take great pleasure in assisting the training and development of newer colleagues who occupy a similar role.

Q. What's your biggest weakness?

I find it difficult at times waiting for others to come back to me when the completion of my own task depends on them. This then demonstrates that I can be impatient at times, and one particular external company commented during a telephone conversation that she found me quite pushy to deal with at times. Obviously, I apologised to her, but I stressed that my pushiness was simply down to me wanting to the job done for my employer.

Q. Do you have questions for the panel?

QUESTION – Who is your greatest competitor and how could I help you in this role to better them?

QUESTION – What are the plans for the company over the next few years?

QUESTION – Do you have any new products or services coming out this year?

How to Use These Interview Questions and Answers:

These interview questions and answers are intended to guide you in your preparation for your job interview. These questions have been picked by the How2Become team because we believe that they are the best representative of what you will face in your interview.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate. You might notice that, when the question asks for examples, the answer uses the STAR method to construct the response:

Situation. Start off your response to the interview question by explaining what the 'situation' was and who was involved.

Task. Once you have detailed the situation, explain what the 'task' was, or what needed to be done.

Action. Now explain what 'action' you took, and what action others took. Also explain why you took this particular course of action.

Result. Explain to the panel what you would do differently if the same situation arose again. It is good to be reflective at the end of your responses. This demonstrates a level of maturity and it will also show the panel that you are willing to learn from every experience.

In order to get the best possible results, apply this system to your own examples and experiences in working life. These sample answers are intended to inspire you to create your own responses to the questions.

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