

## Sample Interview Questions

Tell me about yourself.

Why do you want to work here?

What work experience do you have that you can apply to this role?

What was your favorite part of your last job? What was your least favorite?

What does good customer service mean to you?

What appeals to you about this role specifically?

What's the best customer service you've ever received? Why?

Can you tell me about a time you received poor customer service?

Can you tell me about a time when you were proud of the level of service you gave a customer?

Have you ever dealt with an unreasonable customer? How did you handle it, and how would you handle it today?

In your past work, have you ever received negative feedback from a customer or coworker? What did you do with that feedback?

Can you give me an example of a situation where there were major problems with your product/service, and you needed to respond without having all the answers yet?

Can you give an example of how you handled alerting a customer when your product/service caused a major problem?

What's the last new skill you learned? Why did you choose that skill, and how did you learn it?

Can you tell me about a time when you made a great contribution to your team?

What are you better at today than you were this time last year?

What do you think makes a good teammate?