

CSR

INTERVIEW QUESTIONS

1. Tell me about your work experience? Start with your most current position.
2. What do you know about (Your Company)?
3. What made you interested?
4. What is your definition of Customer Service?
5. If you were to describe yourself to a future employer what would you want them to know about your work ethic and character?
6. What makes you most qualified for this position?
7. In your opinion what company provides the best customer service?
8. What is your greatest strength in your career?
9. What would you say your biggest weakness is or where could you improve? Tell me an example.
10. Tell me about a high stress situation you were in and how you moved through it.
11. How well do you handle change?
12. Are you a multi-tasker?
13. What pace do you feel you work at?
14. If a coworker is feeling down, what would you do?
15. How fast do you type?
16. How would you rate your computer skills and websites; Basic, Intermediate, Advanced?
17. What is your definition of Wow Experience?

BONUS

INTERVIEW TIPS

If you're filling a phone position, conduct your first interview over the phone.

Positions that qualify candidates...

- Customer Service Rep
- Receptionist
- Call Center Rep
- Dispatcher
- Administrative Assistant
- Secretary
- Anything that says or looks like they've had phone experience

Key things to look for in a resume...

- How much phone experience the candidate has. The candidate should have at least a year, unless the client says otherwise.
- How long they stay at a job. If they are jumping around to a new job every year, it doesn't matter how much experience they have, delete the candidate.
- The resume needs to look nice and put together. Proper capitalization and spelling is a must.
- Must have good computer skills.
- It's not a must, unless the clients request it, if they have experience in the industry it's always a plus.

What to listen for in an interview...

- How well they communicate/well spoken
- If they have a nice/pleasant phone voice
- If they are friendly, personable, outgoing
- How comfortable and confident they are on the phone
- If they are using filler words such as "um"
- If they are nervous or not