- 1. What Does Customer Service Mean to You?
- 2. What's One Time You Worked With a Difficult Customer and How Did You Resolve the Situation?
- Tell me about a time when you turned an unhappy customer into a delighted customer.
- 4.Tell Me About a Time You Assisted a Customer Who'd Worked with Multiple Agents and Didn't Get the Help They Needed.
- 5. What Is Your Preferred Method of Communication?
- 6. What Do You Know About [Our Product or Our Company]?
- 7. How Do You Keep Yourself Motivated When People Are Being Mean to You?
- 8. If You're an Experienced Customer Service Representative: Do You Have Experience with [Salesforce, Other Programs]?
- 9.If You Have Some Customer-Facing Experience: Why Do You Want to Transition Into Customer Support?
- 10.If You Have No Customer-Facing Experience at All: What Drew You to Apply to This Job?
- 11. What customer service tools do you have experience with?
- 12. What would you do if a frustrated customer complained about a widely known problem with the company's product?
- 13. Would you describe yourself as a people person?
- 14. How important do you think it is to work collaboratively with other customer service representatives and teams across a company?
- 15. What do you do when you don't know how to help a customer?

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CUSTOMER SERVICE INTERVIEW QUESTIONS



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Kevin C. Klinvex, Matthew S. O'Connell, Christopher P. Klinvex

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