



Call Center guide

Interview Questions

-How did you know about us?

I searched for the best Call Centers in this country and found the best 5 and yours was on the top. Which means is the best place to work and that's why I'm here.

-Why should we hire you?

If you do so, you will have an outstanding employee and someone who is always committed to his duties and you'll have someone who always goes the extra mile.

-What is/are your weaknesses or strengths?

Strengths: I'm sort of perfectionist, I'm quite hardworking, I'm sorely patient, I love working with people and I am always sharp on time.

-how would you handle an angry/upset customer? Or a customer yelling at you?

First, I let the customer vent his-her frustration by letting him or her talk, then I let the customer know I how much I care about his-her situation... (More details about what to say "on the phone" Part)

-What's customer service for you?

It's all about caring about customers' concerns, it's about having active listening and it's about putting yourself in the customers' shoes.

-Describe yourself, tell me about you?

**Pregunta esto: what exactly do you want to know about me? Así te hará preguntas más específicas y no tendrás que estar pensando que responder.*

-how do you see yourself in 5 years in this company?

Repuesta corta y contundente: I see myself as a manager. Why not...

-Tell about an experience with an angry customer?

**si no tienes una experiencia, invéntala. Crea algún escenario donde tuviste que lidiar con un cliente enojado y que le ayudaste, si no pudiste ayudar, da un ejemplo donde el cliente estuvo igualmente contento con el resultado.*

Call Center Manual User Guide

Lei Shi

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the author's name.

Call Center Manual User Guide:

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