

Telephone Operator Job Interview Questions And Answers



Interview Questions Answers

<https://interviewquestionsanswers.org/>

About Interview Questions Answers

Interview Questions Answers . ORG is an interview preparation guide of thousands of Job Interview Questions And Answers, Job Interviews are always stressful even for job seekers who have gone on countless interviews. The best way to reduce the stress is to be prepared for your job interview. Take the time to review the standard interview questions you will most likely be asked. These interview questions and answers on Telephone Operator will help you strengthen your technical skills, prepare for the interviews and quickly revise the concepts.

If you find any **question or answer** is incorrect or incomplete then you can **submit your question or answer** directly with out any registration or login at our website. You just need to visit [Telephone Operator Interview Questions And Answers](#) to add your answer click on the *Submit Your Answer* links on the website; with each question to post your answer, if you want to ask any question then you will have a link *Submit Your Question*; that's will add your question in Telephone Operator category. To ensure quality, each submission is checked by our team, before it becomes live. This [Telephone Operator Interview preparation PDF](#) was generated at **Wednesday 29th November, 2023**

You can follow us on FaceBook for latest Jobs, Updates and other interviews material.
www.facebook.com/InterviewQuestionsAnswers.Org

Follow us on Twitter for latest Jobs and interview preparation guides.
<https://twitter.com/InterviewQA>

If you need any further assistance or have queries regarding this document or its material or any of other inquiry, please do not hesitate to contact us.

Best Of Luck.

Interview Questions Answers.ORG Team
<https://InterviewQuestionsAnswers.ORG/Support@InterviewQuestionsAnswers.ORG>



Telephone Operator Interview Questions And Answers Guide.

Question - 1:

Is it unethical to provide callers with incorrect information regarding an employee's availability?

Ans:

I do not think it is unethical. An employee may not want to take calls due to personal or professional reasons and it is up to us to comply with their orders. Telephone operators are not allowed to pass judgment on these things. There are times when a caller is deemed harmful to a company (for one reason or another) and it is perfectly justifiable not to forward his or her calls.

[View All Answers](#)

Question - 2:

How you rate your communication skills?

Ans:

On a scale of 1 to 10, I would rate my communication skills at 8. Communication is all that telephone operators do on any given work day so they hold a lot of importance.

[View All Answers](#)

Question - 3:

How you can handle strict deadlines?

Ans:

I handle deadlines through effective time management, task prioritization and multitasking. If the tasks are prioritized and time line chalked out, meeting the strictest deadlines becomes a piece of cake.

[View All Answers](#)

Question - 4:

How your former employer described you?

Ans:

Good communication skills, willing to go beyond my work duties, able to meet deadlines.

[View All Answers](#)

Question - 5:

Why did you choose to become a Telephone Operator?

Ans:

I chose to become a telephone operator because I have strong communication skills and I wanted to be in a position to develop my skills and help people.

[View All Answers](#)

Question - 6:

How you can handle stressful situations?

Ans:

Do not like to react. Stress is only a temporary situation which will phase out.

[View All Answers](#)

Question - 7:

What computing skills do you have?

Ans:

Ms Word, Email, Internet, MS Word, MS Powerpoint and MS Excell.



[View All Answers](#)

Question - 8:

What kind of people you get along with best?

Ans:

I am an easygoing person and usually get along well with everyone. I however find it easy to interact with people who are good listeners and effective communicators.

[View All Answers](#)

Question - 9:

How would you do if client is asking about something you do not have knowledge of?

Ans:

I would clearly tell them that the information they are seeking is not available with me. Then I will either direct them to the concerned person / source of information or will acquire the required information myself and get back to them later.

[View All Answers](#)

Question - 10:

Explain the difference between interpersonal and intrapersonal communication?

Ans:

Interpersonal communication refers to clarifying what a person wants to communicate within his or her mind while interpersonal communication refers to communication that occurs between two individuals.

[View All Answers](#)

Question - 11:

What according to you are duties of telephone operator?

Ans:

Determining the caller requirements and providing the relevant information, forwarding calls to concerned department, updating customer database, filing caller complaints and processing them and sometimes, handling appointment scheduling.

[View All Answers](#)

Question - 12:

Share difficult situation you faced? How did you handle it?

Ans:

During the last year something went wrong with the database system and without the information it was not possible to process caller's requests and complaints. It took the technical department two days to fix the problem. Those two days were particularly difficult since customers called in all day and I could not cater for their requests. I used an apologetic tone, apologized verbally for the inconvenience and called each and every one back once the system was restored.

[View All Answers](#)

Question - 13:

Give us short account of your experience in operating equipment particular to the position of a telephone operator?

Ans:

I have ample experience operating PBX machines, telephone exchanges, intercom and public address systems and fax machines.

[View All Answers](#)

Question - 14:

Suppose if you were asked for some information, would you prefer to write it down or explain verbally?

Ans:

If the information is not too much for the other person to digest, I would prefer explaining it to them verbally since my presentation skills and ability to get the message through to the other person verbally are very good. I am however equally comfortable in writing the same if required.

[View All Answers](#)

Question - 15:

Why should I hire you?

Ans:

You should hire me because I am upbeat courteous, patient, good listener and a very good communicator. Well-versed in handling multiline telephone exchange systems, I also bring ample data entry and client database management skills. I possess very good auditory, iconic and mnemonic memory and am usually able to remember and reproduce long lists of words for a considerable period of time.

[View All Answers](#)

Question - 16:

Tell me about yourself?

Ans:



I am an energetic and extrovert person who enjoy human interaction. After graduating High school I started my first job as telephone operator at the JD Hospital, New Jersey. I have received several on the job vocational trainings as telephone operator and my total work experience sums up to almost 5 years.

[View All Answers](#)

Interview Questions Answers.ORG

Basic Common Most Popular & Related Interview Guides

- 1 : [Targeted Selection Interview Questions and Answers.](#)
- 2 : [Business intelligence Interview Questions and Answers.](#)
- 3 : [Puzzles Interview Questions and Answers.](#)
- 4 : [Behavioral Interview Questions and Answers.](#)
- 5 : [Freshers Graduate Interview Questions and Answers.](#)
- 6 : [Visa Interview Questions and Answers.](#)
- 7 : [Aptitude Interview Questions and Answers.](#)
- 8 : [Basic Common Interview Questions and Answers.](#)
- 9 : [Funny Interview Questions and Answers.](#)
- 10 : [Logical Interview Questions and Answers.](#)

Follow us on FaceBook

www.facebook.com/InterviewQuestionsAnswers.Org

Follow us on Twitter

<https://twitter.com/InterviewQA>

For any inquiry please do not hesitate to contact us.

Interview Questions Answers.ORG Team

[https://InterviewQuestionsAnswers.ORG/
support@InterviewQuestionsAnswers.ORG](https://InterviewQuestionsAnswers.ORG/support@InterviewQuestionsAnswers.ORG)