

# Client Service Support Job Interview Questions And Answers



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# Client Service Support Interview Questions And Answers Guide.

## Question - 1:

Explain me how do you plan daily and weekly activities?

### Ans:

Here your potential employer is looking to see that you are capable of planning your time effectively. They want to hear things like how you hold team meetings to discuss the week ahead and allocate time slots and deadlines for various projects.

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## Question - 2:

Why do you want to work here as Client Service Support?

### Ans:

To answer this question you must have researched the company. Reply with the company's attributes as you see them and how your qualities match them.

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## Question - 3:

Explain me what sales experience do you have?

### Ans:

The ability to negotiate and sell products may be an important part of the job. If so, mention any experience with selling, telemarketing and promotions.

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## Question - 4:

Explain me a routine day of a typical customer service representative?

### Ans:

List whatever tasks you perform each day. Some of these may be among them: Answering requests, responding to calls, maintaining and updating records, providing service information, dealing with misapplied payments and billing.

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## Question - 5:

Tell us what is good customer service?

### Ans:

Good customer service is ensuring that every customer is satisfied. This is done by answering their questions, resolving problems and dealing with complaints. The goal is that each customer leaves with a positive impression of the company.

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## Question - 6:

Tell us do you have experience answering phones, handling requests, etc?

### Ans:

Talk about relevant experience, even if it wasn't a telephone service. Mention any job related to serving customers and interacting with clients. Speak about your ability to communicate with many customers each day while maintaining composure under a heavy workload and time pressure.

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## Question - 7:

Tell me how do you interact with people?

**Ans:**

Describe your style. Put your best foot forward - if applicable, use words such as friendly, enthusiastic, informed, quick, patient, and lucid. These are just some of the commonly asked interview questions for customer service representatives.

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**Question - 8:**

Tell me your current role and your reasons for applying to the organisation?

**Ans:**

Before your interview, you should have researched the company and seen a full job description. This information will be key to how you answer this question and show that you have made a considered application.

You need to try and align the experience gained from your current role to some of the challenges or responsibilities of the role you are applying for. Keep it to a few clear bullet points where you can.

Also think about where you are at your happiest or best. The role you are applying for may be in a new field or industry, but you may already have many of the transferable skills required.

You then need to be able to concisely explain what you can bring to the role and demonstrate how some of the skills you have (making passing reference to some of the experience you have just mentioned) would make you a good fit for this role.

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**Question - 9:**

Please explain me are you a team player?

**Ans:**

If a candidate prefers to be a 'lone wolf', they're probably not the right pick. Customer service reps are always communicating - with clients and customers, as well as with the rest of your team. They need to be easy to get along with, charismatic, and (almost always) extroverted. At the same time, you need a customer service agent who can work independently. They shouldn't require constant supervision, but should enjoy teamwork.

Customer service reps are crucial to your company's success and will add value by communicating often and accurately with your other teams to make sure any bugs, manufacturing issues, or service problems are taken care of quickly. They can alert your product teams to changing consumer trends, regular requests for design changes to an existing product, customer requests for a new type of product, and more.

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**Question - 10:**

Explain how do you manage time and priorities?

**Ans:**

Here your potential employer wants to know that you are capable of organising yourself properly and ensuring that nothing gets forgotten.

Do you keep a diary? Use Google Calender? Write daily to-do lists? Use wall planners to keep track of out-of-office appointments? Whatever you do, now is your opportunity to tell them!

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**Question - 11:**

Tell me which computer/data entry/telecommunications systems are you familiar with?

**Ans:**

Ideally, you will have had some experience with a dedicated customer service software package. If not, explain that you are proficient with Microsoft packages and using web based solutions and are confident that you will quickly learn how to use a new system.

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**Question - 12:**

What is your biggest achievement?

**Ans:**

If possible, think work related. There will hopefully be a number of things you are most proud of in your career to date. Think about your key achievements; were they commercial, people or process orientated? What was the cause and effect? How were you involved, what was improved, saved or developed?

If you are short on career-based examples, use personal achievements which demonstrate the commercial skills required for the role, such as team work, commitment, empathy, determination, attention to detail, etc.

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**Question - 13:**

Tell me how well do you work under high pressure/in high stress situations?

**Ans:**

You're giving them a chance to show you how they handle stress and difficult situations. Someone who keeps their cool and tries to understand the customer is a good choice. Don't hire anyone who describes themselves as having a quick temper. Overly emotional personality types aren't a good fit for customer service positions, although an empathetic personality who can control their emotions can make a great pick.

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**Question - 14:**

Explain me what do you know about our products and services?

**Ans:**

Customer service is all about handling customers on issues relating to the products of a business. As such, the staff members in this department should be conversant with a lot of information relating to the products. The interviewer will want to find out if the interviewee has an interest in their job and how much research they have



done before applying for the position. When answering such customer service interview questions, the interviewee should indicate an understanding of the business environment, nature of operations and target and existing markets for the business.

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### Question - 15:

Tell me what have you done to promote great customer service?

#### Ans:

Firstly, know what you think great customer service looks like. Look for situations and examples when you had an idea, a client, or customer call, where you personally went that extra mile.

Did you change a process or procedure? Or perhaps a staff member you mentored, coached or advised delivered a great customer service win or result for your team, brand or business.

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### Question - 16:

Tell me your current targets and KPIs - How do you ensure you achieve these?

#### Ans:

Here your interviewer is checking that you are capable of working consistently towards your targets.

In an ideal answer you will outline what your current targets are, then follow this up with a discussion about how you break these targets down into weekly objectives to ensure that you are consistently working towards your annual goals.

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### Question - 17:

Tell me what would you do if a co-worker were rude to customers?

#### Ans:

Say that it depends on the structure of the team and how long the co-worker has been at the company. If somebody new, you might speak to them to suggest that they maintain a more professional attitude. If you feel that this might cause confrontation, inform the team leader of your concerns.

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### Question - 18:

Tell us can you work in a computerized environment?

#### Ans:

Describe your ability to work with Microsoft Office or other relevant programs, and any computer experience, such as placing orders in the company computer or saving digital records of services and closed deals.

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### Question - 19:

Tell me how do you measure the success of your incentives?

#### Ans:

An ideal answer to this question will demonstrate that you are capable of monitoring a situation as it evolves.

For example:

Whilst working in a call centre as a supervisor, I introduced 'Sugar Fridays' - giving my team sweets and treats to get them through the Friday slog.

Prior to introducing the incentive, I compiled a backlog of sales figures from previous Fridays. I then introduced the incentive on a trial period, continued collecting data and cross-compared the results. There was an obvious peak in sales figures and so the incentive became permanent.

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### Question - 20:

What attracts you to the position?

#### Ans:

This is an opportunity for you to show off your research on the role and company.

Talk about the benefits the company has to offer and how they suit you at this point in your career. For example, if you are joining the company as a graduate, discuss how you plan to utilise their highly-structured training scheme.

Also comment on the company's reputation and try to make reference to a recent success you have seen on their website.

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### Question - 21:

Why should we hire you for our customer service team?

#### Ans:

Once again, this question gives you a decent look into a candidate's personality. Do they see themselves as part of the team? Are they mentioning ways they can contribute as a team player, or focusing on their personal agenda? If they're too focused on themselves, they may be a poor team player - even if they say they're a fan of teamwork in Question #5.

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### Question - 22:

Tell me how would your current team/manager describe you?

**Ans:**

Try to think about how you would describe yourself if someone asked you for your strengths, then relate these to what people say about you; peers, agents, managers and stakeholders. Have three or four at the ready, ideally in line with the role you are being interviewed for. Have examples or situations ready, in case your interviewer wants to drill down as to why you think or believe these are your key strengths.

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**Question - 23:**

Explain an example of a time you went to great lengths to help a customer?

**Ans:**

This question isn't necessarily about how the interviewee helped the customer. It's about who they are.

Is the answer ego-centric? Does it sound like they're trying too hard to please you? Or does it sound like a genuine response told from a mature and self-analytical perspective? Look for the applicant who is authentic and reflective in their response. Watch out for respondents who overuse the words "I" and "me", as well as anyone who broke rules to help customers. Neither is a good sign.

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**Question - 24:**

Tell us how do you keep yourself motivated?

**Ans:**

This is your opportunity to tell your potential employer what keeps you focused. Possible answers include:

- Breaking your workload up into daily or hourly targets to ensure that the next small success is never too far away.
- Living a healthy life-style. Eating the right foods and drinking lots of water in the office can have a big impact on your concentration levels.
- Motivating others and promoting a positive atmosphere in the office.

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**Question - 25:**

Tell us what are the key factors which make a successful call centre?

**Ans:**

Fundamentally, if you look under the skin of the best teams and call centres, they do have certain things in common: clear communication, consistency, fun, performance management, leadership, engagement, incentives, etc.

Think what made up the best team or company you have been a part of or have seen. Have examples to back up any statements for how you would play a part in, or create, this team or environment yourself.

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**Question - 26:**

Explain what is the biggest challenge you have faced in work in the past 12 months?

**Ans:**

This is often an opening question, as it allows you to use one of your strongest examples and may help you relax. For the interviewer, it is also an indication of where your natural focus or achievements may be - people development, process, cost reduction, change etc.

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**Question - 27:**

Tell me how to deal with a difficult customer?

**Ans:**

Most customer service interviews will include the "How to deal with a difficult customer" interview question. For example - "Can you give me an example of a particularly difficult customer you had to deal with and how you used your skills to successfully overcome the problem they had?" or "Describe a time you had to deal with a difficult customer and how you handled the situation."

climbing-ladders Many interviewees freeze at this question, simply because they cannot think of an example, rather than the fact that they have never dealt with one. So have an answer prepared and make sure it is one where you resolved the issue, not one where you had to refer the customer to a higher authority (it's amazing how many people do this). What the interviewer is looking for are the skills you possess in handling difficult customers, not the intricate detail of the particular issue the customer had.

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**Question - 28:**

Tell me do you have strong communication skills?

**Ans:**

You can relate success stories and any interesting interactions you had with clients, especially if it portrays good customer service skills. Explain how you have solved problems and created positive relationships with customers.

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**Question - 29:**

Why are you applying to work here?

**Ans:**

This is always a challenge to answer well. The interviewer wishes to see that you have done some research about the company. Mention the company's values and mission as being in line with your personal attitudes and goals in life.

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### Question - 30:

Tell me what are your strengths and weaknesses when interacting with customers?

#### Ans:

Ideally, you should already know what to say here. Remember, your weaknesses must always be used to your advantage - nobody has any true weaknesses in interviews. Your strengths could be that you are good at listening and always patient. A weakness should ideally be related to the role, such as sometimes being too helpful and providing more advice than a customer actually requested. Go on to say that you are careful to ensure that you concisely answer their questions.

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### Question - 31:

Tell me example of when you have been really stretched for a deadline, and how you made sure you completed your work on time?

#### Ans:

In asking this question, your potential employer is looking to see that you are prepared to go above and beyond the call of duty when the company needs you. But you have to be careful when answering, as it is easy to fall into the trap of slugging off your current employer or seeming disorganised. Your interviewer does not want to hear how your current boss failed to provide you with resources or that you once pulled an all-nighter to meet a university deadline.

An ideal answer will centre round the busiest time of your company's year (i.e. the Christmas rush in retail). In your example you should outline the reason for your stretched deadline and say what you did to ensure that you met it.

For example:

Whilst working in retail over the Christmas period, there was dramatic increase in stock which needed processing. To ensure that I continued to complete my daily tasks over this time period, I frequently started work at 5am rather than 7am.

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### Question - 32:

Can you give me an example of ... ?

#### Ans:

These questions will more often than not be based around the role competencies. Preparation and rehearsal are key to answering these effectively.

You will need two or three instances of how you may have: delivered change, managed conflict, improved performance, reduced absence, increased customer satisfaction, etc. You also need to be able to clearly and concisely communicate the problem, solution and outcome.

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### Question - 33:

Tell me how often do you challenge the way your current company does things or challenge something that you feel needs to change?

#### Ans:

This is a bit of a tricky question to answer, as how you answer can determine whether your interviewer thinks you are too strong-minded or, worse, too sheep-like in your approach to work. An ideal answer will show a degree of balance.

For example:

Throughout my term of employment, I keep a constant note of any areas that I feel can be improved. But I only present these concerns to my boss when I have developed in-depth and realistic solutions.

The frequency of these meetings is determined by how stable the company is. If the company implements several changes throughout the course of the year, I am more inclined to provide regular feedback to my boss.

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### Question - 34:

Explain us about a difficult obstacle you had to overcome recently at work? How did you overcome this?

#### Ans:

Here your interviewer wants proof that you will tackle problems head on and not just bury your head in the sand.

A strong answer will clearly demonstrate a problem, an action and a solution.

For example:

Problem: When I was first promoted to team leader, I consistently struggled to ensure that my team achieved their sales targets on a Friday.

Action: I sought the advice of more experienced team leaders to find out how they motivated their teams through the Friday slog.

Solution: Acting on the advice of the other team leaders, I implemented a combination of incentives over the next few weeks and successfully boosted my team's sales figures.

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### Question - 35:

Tell me if you had to decline a long-term customer's request, how would you handle it?

#### Ans:

Repeat customers are the lifeblood of any business. Turning down a request from a regular client can be touchy, but it's going to happen.

Over time, repeat customers may feel like they're entitled to certain privileges for their loyalty - ones that might go against your company's policies or break internal rules. Where will this rep side? Do they identify too much with the customer, look for a balanced solution, or answer too harshly (potentially endangering the client relationship)?

Consider roleplaying this situation and a few other tricky scenarios to get a good feel for how the potential hire responds.

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### Question - 36:

Operational and Situational Client Service Support Interview Questions:

#### Ans:

\* What interests you about our product and customers?



- \* What interests you about customer care?
- \* What relevant work experience has prepared you to do well in this role?
- \* How many customers do you usually talk to in one day?
- \* What are some common customer questions that you fielded at your previous role, and how did you answer them?
- \* What do you do when you don't have enough information to answer a customer's question?
- \* Let's say that the customer you're talking to is complaining about a well-known problem with your product. How do you diffuse the situation?
- \* Describe a time you turned a negative situation with a customer to a positive one.
- \* Describe a time you calmed down an angry customer.
- \* How do you respond when a customer tells you that you're taking too long to help them?
- \* Describe a time a customer gave you valuable feedback about a product.
- \* How have you collaborated with your teammates to achieve a common goal?
- \* Have you ever suggested a way to increase revenue, lower costs, or improve efficiency?
- \* This job can be repetitive. What motivates you to do well?

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### Question - 37:

Top Client Service Support Job Interview Questions:

#### Ans:

- \* How would you handle negative feedback from a client?
- \* How would you handle a situation where a customer has asked for some service or product that is in violation of the company's policies and is against the better interests of the company?
- \* What would be the most important service skill that you would need to have in your day to day business?
- \* How would you initiate contact with the clients and customers?
- \* What would you do if you had to turn down a request from a valued customer?
- \* A customer is repeatedly using abusive language, but he has a valid point; what would you do?
- \* If you have to change any current activities in the company, how would you go about doing it?
- \* Do you have any computer or technical knowledge?
- \* Do you have the necessary technical know-how for information and data transferring?
- \* Describe any intimidating situation you experienced in your previous job; did you handle it?
- \* Describe any unpleasant situation that your colleague was in. Did you intervene? What did you do?

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### Question - 38:

Explain me how creative are you in comparison to your colleagues, i.e. in managing, developing, encouraging and motivating your team?

#### Ans:

This question is asked to determine whether or not you are going to bring something to the team.

In an ideal answer you will confirm that you are creative in your job role, and markedly so compared to some of your colleagues. You should then proceed to give examples which demonstrate this.

This question gives you the opportunity to tell the interviewer about how you developed a Monday-morning prize-giving incentive to get your team fired up for the week. Or how you introduced daily staff meetings to keep your team engaged with the goals of the organisation. Or implemented a buddy-up training programme to help your new recruits settle in faster.

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### Question - 39:

Tell me how have you utilized customer complaint feedback to improve how your team are selling?

#### Ans:

This question is especially important if you are applying for a management position.

An ideal answer will demonstrate that you are capable of assessing a situation and implementing improvements.

For example:

I started to notice that a lot of customers were complaining about feeling patronized by my agents. In response to this, I listened to the calls these complaints stemmed from and realized that words such as 'wonderful' were being over used.

I then had a meeting with the worst offenders in my team and suggested changes that they could make to correct this behaviour. After this meeting, customer complaints reduced and sales increased.

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### Question - 40:

Tell me example of an occasion where you have given constructive criticism to a member of your peer group?

#### Ans:

No matter what level we operate at, we are all able to lend our experience of success to our peers - we just have to be careful not to patronize or undermine them in the process.

When answering this question, make sure that you give an example that is truly constructive and had a positive outcome. This will show your interviewer that you understand how to help improve your colleagues' performance without hurting their feelings.

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### Question - 41:

How to answer the dealing with a difficult customer interview question?

#### Ans:

In your pre-prepared interview answer you should include the following:

- \* I listened carefully to what the customer had to say.
- \* I apologised and empathised with their situation.
- \* I confirmed my understanding of their concern.





- \* I took responsibility to resolve the issue.
- \* I offered a solution (plus alternatives if possible).
- \* I confirmed the customer was happy with this.
- \* I thanked the customer for raising the issue with me.
- \* I took immediate action following the call to resolve the situation.
- \* I remained calm throughout the whole process.
- \* (If appropriate) the customer wrote in to my supervisor congratulating me on my efficiency.

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### Question - 42:

Explain me are you a team player? What types of team structure have you worked within?

#### Ans:

Always answer that you are a team player, that you enjoy working as part of the team. Talk about previous teams you have worked in; mention the size of the team, who you reported to, what role you had and who the team leader reported to, for example, manager or director.

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### Question - 43:

Tell me an example of how you have dealt with an under-performing team member in the past?

#### Ans:

This question is a typical example of competency-based interviewing (CBI) in practice. It is the most popular interview approach, based on the premise that future performance can be predicted by past behavior.

The best way to prepare for CBI questions is to revisit the job description and person specification before your interview. You should then ensure that you have covered all bases and can comfortably provide examples for each competency. You must also be able to describe the particular scenario, the actions you took and the impact it had on the business.

Approach this particular question by outlining the processes you followed to investigate and resolve this issue. It is also important to explain the outcome. For example, you may have set an agenda of required actions following on from the meeting you held with the particular team member - can you describe what that was? If you created a performance plan that included clear training and development objectives make sure you say so.

Always finish by explaining how the action you took impacted the business. For example, the team member started to meet all targets and bring in more revenue.

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### Question - 44:

Explain what is your experience of the whole end-to-end feedback process (talk through this process) and how do you ensure this feedback improves the service to customers?

#### Ans:

The answer to this will depend on the job you're interviewing for and your experience.

I would recommend thinking about a specific instance and then discussing this in detail. Outline the process stage by stage and, if there are areas that need improvement, focus your answers on the solutions instead of the problems.

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### Question - 45:

Explain me how do you ensure that your department's goals are in line with the overall company goals?

#### Ans:

This question helps your interviewer to gauge whether you understand your role in your current job, and how your efforts contribute to the goals of the organisation. For example:

The company I currently work for publishes an annual report of KPIs relating to the goals they hope to achieve that year. I extract the company goals that are relevant to my department and break them down into weekly objectives. I then use these objectives to ensure that my team is constantly contributing to the overall goals of the organisation.

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### Question - 46:

What are your strengths and weaknesses as Client Service Support?

#### Ans:

Many interviewers will ask you to name your strengths and weaknesses. Typically, people find it easier to express their strengths, but struggle when it comes to identifying even one weakness. Part of the reason for this may be that they do not want to disclose a particular weakness, as this may result in them failing to be successful in getting the job.

A good initial answer (bearing in mind you are applying for a telephone position) to the 'strengths' part would be "I have been told that I am an excellent communicator, especially on the telephone, but I feel I have good interpersonal skills generally and find it easy to get along with all sorts of people".

For weaknesses you need to think of something which is really a strength but put it across as a weakness. It is also important to make it clear what you are doing to address that 'weakness'.

A good example would be "I am a very conscientious worker and I get irritated by colleagues who don't share this value and take any opportunity to take time off work or do the minimum required when they are there. I am learning, however, that these people generally get found out and I leave it to my supervisor to recognise these problems and address them".

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### Question - 47:

Explain me about a situation where someone was performing badly in your team.

What was the situation?

How did you deal with it?

What was the outcome?

**Ans:**

A model answer to the above 4 questions could look something like this:

As part of my regular team monitoring, I assess all advisors call quality in order to measure them against the relevant KPIs. When reviewing calls for one advisor, I noticed a trend where the advisor was quite abrupt with callers. I scheduled a meeting in private with that advisor, which I prepared for by reviewing supporting information (including their performance statistics for the month).

I adopted a supportive style as I raised my concerns with the individual regarding their approach with customers, and confirmed their awareness of the business expectations regarding excellent customer service. I sensitively discussed with them any reasons they felt they were unable to deliver this, and emphasised the balance which needed to be maintained between quality and quantity. I adopted a coaching style to enable the advisor to work through any barriers and identify solutions, agreed reasonable and tangible expectations for improvement, arranged appropriate support and scheduled weekly meetings to review their performance against these expectations. As a result, the advisor improved their performance and now consistently achieves all targets.

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**Question - 48:**

Tell me example of a time when things happened in work to dampen your enthusiasm. How did you motivate yourself and your team?

**Ans:**

This question is a test of character and is especially important if you are being interviewed for a management role.

An ideal answer will demonstrate that you are able to support your team, even when things don't go according to plan.

For example:

Whilst I was working in a fast-food restaurant, an unexpected coachload of football supporters came through the door. What followed was a hectic half-hour as the few staff we had on struggled to serve the high influx of customers.

To motivate my team, I came out of the back office and signed onto a till in the middle of the counter. From that position, I could support my team either side of me with phrases like 'you're doing well, Kelly' whilst helping to offset the work load.

When the rush was over, I congratulated everyone on their efforts and brought chocolates in for my team the next day.

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**Question - 49:**

If successful in joining the organisation, what do you envisage your biggest challenge will be in joining it as a...?

**Ans:**

The answer to this really depends on the job/company you're interviewing for. However, it's a good idea to discuss your understanding of the company, processes, products, clients and the marketplace. As a sales team leader, you'll also be expected to deliver strong results against your personal sales and team targets.

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**Question - 50:**

Explain about an occasion when you had to analyse a large amount of complex information which led to you identifying an improvement in service delivery or cost.?

**Ans:**

Here your interviewer is testing your ability to analyse data. An ideal answer will clearly outline the problem you were faced with, the information you extracted from the data and the changes you subsequently made to improve.

For example:

Problem: The appliance-delivery company I work for was getting consistently low ratings on its delivery service.

Action: I looked at all of the online feedback forms and personally phoned customers who had rated our service 0.

Findings: I found that the majority of our unhappy customers hated waiting in all day for their items to be delivered.

Solution: I piloted a new system where the delivery driver phoned the customer an hour before their item was due to be delivered. This stopped our customers from having to hang around the house all day waiting for their delivery.

Outcome: During the trial period, we saw a marked increase in our customer satisfaction ratings and the new system soon became standard practice.

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**Question - 51:**

Tell me how have you dealt with upset or angry customers in the past? Is there anything you would do differently?

**Ans:**

If you have first-hand experience talk about this, otherwise say that you have not had to deal with angry customers but if it did arise you would remain calm and professional and listen to the complaint and try to provide a response that addresses their problems. It is important to not take it personally and to always apologise to the customer.

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**Question - 52:**

Explain me about a time that you helped resolve a particularly difficult customer issue?

**Ans:**

Hopefully, you can speak from experience. If you do not already have any direct experience you should be honest and say so before going on to describe a related incident, such as helping to resolve a disagreement in a team sport, at school or with a family dispute. Show that you are always ready to step in and help to resolve a problem.

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**Question - 53:**

Explain me have you been in a situation where you were unable to resolve a customer problem? How did you deal with the situation?

**Ans:**

Answer that if you cannot personally resolve a problem you always inform the customer that you will investigate and get back to them. Then ask the team leader or other experienced co-workers for advice on how to deal with this specific issue before calling back.

[View All Answers](#)

**Question - 54:**

Explain me how you have brought about business change through use of technology and process re-engineering, describing what particular techniques you have employed, e.g. 6 sigma, lean management, etc.?

**Ans:**

What you need to show here is primarily an understanding of the particular project management methodology. For example, 6 sigma or lean management. You should do this by giving an example of a project that went well, and show some of the challenges that you had to overcome along the way. In particular, it would be useful to show examples of how you managed to get the team on your side and sharing the same vision for success. If you have no experience of these types of methodologies, you should just give an example of a project that you worked on that went well.

[View All Answers](#)

**Question - 55:**

Explain me within the interview process you may be required to perform a role-play. A popular example of this is being asked to role-play an escalated call with an unhappy customer?

**Ans:**

It is vital to have clear objectives before initiating conversation with the customer; what is your end goal? Ensure you are aware of the parameters, rules and regulations within the company. For example, if the issue is over money, can you refund it? What else can you offer to pacify the customer?

It is important to remain calm, confident, be clear and always remember to ask questions. The interviewer is looking for a patient and composed response. If you are still unsure about how best to approach role-plays contact your local recruitment consultant who should be able to offer you thorough advice.

[View All Answers](#)

**Question - 56:**

Tell us how have you educated your front-line agents to ensure excellent customer feedback?

**Ans:**

As a leader or manager charged with delivering excellent customer feedback, you will know how important it is that customer feedback and insight are monitored, measured and acted upon, whenever appropriate or necessary.

But how about your agents? This question is very much aligned to your engagement, coaching and development skills. You need to think about the culture, communication and interactions you have with your agents.

Discuss how you impart your knowledge and experience to your agents and how you ensure that they can continue to develop the confidence, skills, knowledge and habits that will drive excellent customer feedback with every interaction.

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**Question - 57:**

Tell me how would you measure the success of you and your team over a 3, 6 and 12 month period?

**Ans:**

This question requires you to understand the benefits of setting SMART (Specific, Measurable, Achievable, Realistic and Time-bound) objectives and developing action plans.

For example:

In line with the over-arching goals of the company, I would set personal goals for myself and my team which I would subsequently break down into weekly SMART objectives. I would monitor these closely through general in-office communication and a series of team meetings, as well as through scheduling individual appraisal meetings at 3, 6 and 12 month intervals.

[View All Answers](#)

**Question - 58:**

Explain how do you deal with work issues? Would anyone know you were having a bad day or would you keep it to yourself?

**Ans:**

Morale is infectious - whether positive or negative - and, when working in a team-orientated environment like a call center, it's important that there is always an air of positivity around.

It's therefore vitally important to ensure that if you're having a bad day, you contain this and don't let it influence the morale levels of the team, and in turn the productivity and efficiency of the overall operation.

[View All Answers](#)

**Question - 59:**

Why do you want this job as Client Service Support?

**Ans:**

Whilst more money, shorter hours or less of a commute are all potential factors for your next role, they are unlikely to make you the 'stand out' candidate of the day.

Know what the company are looking for and the potential job available, and align this with your career to date. Highlight your relevant experience, goals and aspirations in line with the role, to showcase why you are the best person for the job.

[View All Answers](#)

**Question - 60:**

Tell me how would you deal with a difficult customer?

**Ans:**

It is a common phenomenon for a customer service representative to encounter a customer that they consider to be difficult. This question will seek to find out how the interviewee would handle customers when pushed to the brink and subjected to pressure. Will they maintain their calm? What image of the business will they project? In order to answer these customer service interview questions effectively, the interviewee should clearly explain how they would listen to customer complains, handle a customer who is wrong and deal with a rude customer. Previous examples of how they handled such situations may be helpful.

[View All Answers](#)

**Question - 61:**

Tell me what is customer service?

**Ans:**

Customer Service first of all is knowing that the 'customer is king', the 'customer is always right'. Keeping the customer happy is the main role of a customer service agent. As you are usually the first point of contact, how you present yourself and your overall attitude is always remembered. Customer service is all about the customer and the service you provide, it will be your job to build positive relationships with them, making sure that their experience with the company is a confident one and in doing so the overall reputation of the company is increased.

[View All Answers](#)

**Question - 62:**

Explain me what is most important - a good product or friendly, fast service?

**Ans:**

Say that a good product should not result in customer complaints so products are always most important. If unexpected problems do occur, however, it is important to quickly resolve them.

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**Question - 63:**

Tell me why do you think people choose our company's products or services?

**Ans:**

Here you must do some thorough research before the interview. First, find out what are the main products and services that the company provides. Second, do some research into their marketing plans to determine who they are targeting. The annual report should provide some details of their customer base and target market. The aim here is not only to impress them with your knowledge of their product but also to show an understanding of who their customers are.

[View All Answers](#)

**Question - 64:**

Tell us how successful are you over the phone?

**Ans:**

Mention profitable product sales, positive/fruitful customer instruction, customer care with patience and any communication which leads to improved customer service or a sale.

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**Question - 65:**

Explain me about your qualifications for this position?

**Ans:**

Mention educational qualification, including high-school diploma or higher or any professional coursework. Also specify any relevant job skills such as written and verbal communication expertise, ability to type efficiently, professional demeanor and strong work ethics.

[View All Answers](#)

**Question - 66:**

How to deal with an angry customer?

**Ans:**

There will often be a question about how to deal with an angry customer. A typical question would be "Name a time you had to deal with an angry customer" or "Describe a recent situation when you had to handle an angry guest or customer".

There are two things that they are looking for here. The first is to see what your customer service skills are like. The second is to see if you lose your temper or if you can keep your cool.

It may help to answer that "the customer is always right" and that it is your duty to help customers out of a difficult situation. You can describe the steps where you helped to calm a customer down, show some understanding, empathy, patience etc.

Ideally use an example of where you were able to turn the customer around and then the customer was able to thank you for your effort.

[View All Answers](#)

**Question - 67:**

Explain me what do you know about the centre/company/role?

**Ans:**

You are not required to be an expert on the organisation or role, but a genuine interest and basic understanding is expected. If you are working with a recruitment consultant then they should be able to provide you with extra details and assist with preparation.

In addition, look for and use press releases, corporate and social websites. Ring the call centre to see how they handle your call: do they offer 'up-sell', 'cross-sell', how was the service? Read the job description to prepare for this question, a few key facts or some knowledge show a genuine interest and commercial awareness.

[View All Answers](#)

**Question - 68:**

Tell me a situation in which you inspired trust and respect in your team?

**Ans:**

It's important to think of and talk about a situation that's relevant for the position you're interviewing for. Ideally this will have had a positive outcome. By doing this you will help the interviewers to understand why you are a great fit for their team.



[View All Answers](#)

**Question - 69:**

Explain me an example of a time when you had to motivate and develop a team in a challenging work environment?

**Ans:**

During interviews, difficult or awkward questions could come your way. The intention is not to catch you out, but to test how you operate under pressure.

This question is (again) in the format of competency-based interviewing, so remember to outline the specific actions you took to motivate your team, as interviewers want to see evidence of hands-on experience.

Make sure to describe all processes undertaken. For example: Did you use incentives to motivate the team? Did you implement training programmes? Did you improve internal communications to help engage staff? Did you implement or revisit career development plans to make the team feel valued? Did you take the time to understand each individual's motivations?

Be clear and precise and be sure to convey any previous first-hand experience you have - they will want to feel confident that you can handle similar issues within the new role.

[View All Answers](#)

**Question - 70:**

Explain how did you recognize the level of trust or respect your team held for you and how did you ensure this continued?

**Ans:**

Only you will know if your team really trusts and respects you. Respectful employees will usually make you coffee, hold a door open for you, properly carry out tasks assigned to them and rarely undermine your judgement.

To maintain this level of respect, you should make time to recognise your employees' efforts, occasionally explain how you reached a solution to a problem (this can help with buy-in for larger changes or projects) and do your best to be consistently level-headed and successful in your judgement - as it only takes one slip-up to undermine your credibility.

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**Question - 71:**

Explain me how have you utilized customer feedback to ensure business excellence?

**Ans:**

This question is set to test your ability to identify and analyse customer insight, trends and data, and drive continuous improvement, by identifying and understanding the root cause.

The interviewer will be looking for an example of where you have taken this insight and subsequently developed, implemented and improved your sales process. This could be through the introduction of training, post-sale procedures, a change in marketing communications, or other process improvements, to ensure that the cause of any future complaint is eradicated.

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**Question - 72:**

How would you manage your time and objectives in your role?

**Ans:**

This is your opportunity to assure your potential employer that you are capable of working in line with your objectives and getting the job done on time.

For example:

In my current role, I break down my objectives into daily targets and outline periods of the day when I am going to focus on achieving them. I find this system works well for me and I expect to carry it into my next job.

[View All Answers](#)

**Question - 73:**

How do you manage change?

**Ans:**

Change is an essential part of life in any call centre environment, as the industry strives to achieve best practice for their customers and stakeholders. Have some examples on how you personally managed, or were affected by, some change. What was your focus, what were you aiming to achieve and how did you deliver the outcome? Know what the problems encountered were and what was learned through and following the transformation.

[View All Answers](#)

**Question - 74:**

Tell us what key factors drive you?

**Ans:**

Tread carefully with this question. Whilst the truth may be that you only get out of bed every morning in order to pay your rent, this is not what your potential employer wants to hear.

This question gives you an opportunity to discuss what has attracted you to this line of work and what inspires you to persevere through the tough times. In a sales role, this could be the adrenaline rush of meeting daily targets, whilst in a customer-service role, this could be the personal satisfaction you gain through helping people.

[View All Answers](#)

**Question - 75:**

Tell us what is your greatest success and achievement to date?

**Ans:**

Here your interviewer wants to see that you will bring something to their company and not just fade into the background.



Whilst this question does open the floor for you to recite how you once doubled your team's sales figures, employers are equally interested in hearing about how you have developed and maintained a strong professional network, or how you pride yourself on your reputation for being reliable and hard working. Whatever you end up talking about, try to keep it short. You don't want your ego to get in the way of you being offered the job.

[View All Answers](#)

**Question - 76:**

What was your reason for leaving?

**Ans:**

Wherever possible be positive, even if your role was short term or didn't quite work out as expected, as it will have added extra experience or skills to your career history.

Although you are now looking to move on, acknowledge what you learned and what was on offer at the time. Demonstrate good reasons for the decisions you made and show that you understood what was to be gained, or acknowledge what you have learned from your past employer.

[View All Answers](#)

**Question - 77:**

Tell me do you prefer to work alone or with others?

**Ans:**

Customer service is aimed at making the business improve its operations for greater profitability. In effect, staff members should communicate customer tastes, preferences, complaints and changing trends to their colleagues and seniors for adjustments and improvements to be made. The interviewee should demonstrate their ability to work, under minimum supervision, within a team. They should leave no doubt as to the benefit they will bring to the business.

[View All Answers](#)

**Question - 78:**

Tell us what relevant qualifications do you have?

**Ans:**

In asking the question, the interviewer is actually looking at two aspects of qualifications. Qualifications obtained from a school setting and qualifications regarding past experience in the customer service field. This will help in determining how suitable the interviewee is for the position for which they have applied. The job applicant should outline their academic qualifications relevant to the job. After this, they should point out the experience they have gained from past jobs. This should be done in a way that demonstrates the application of theory to practical skills, focused on handling real life situations.

[View All Answers](#)

**Question - 79:**

How would you tackle X client complaint?

**Ans:**

A great resume doesn't always equal a great representative. Your company has an image it's trying to project. Look for job seekers whose answers to this question resemble your ideal response. You're also getting a good look at the job seeker's analytical skills. Do they come up with a good reply? How long does it take them? Speed is crucial in customer service, particularly if you're in ecommerce.

[View All Answers](#)

**Question - 80:**

How would you deal with an angry customer? ?

**Ans:**

A candidate who mentions listening carefully, empathizing, and following company policy is a good pick. Red flags that indicate an interviewee is a bad choice include being rude and not having any previous experience dealing with difficult customers. An inexperienced candidate may make a good pick if their other answers are strong, however.

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