

Customer Service Associate (CSA) Job Interview Questions And Answers



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Customer Service Associate (CSA) Interview Questions And Answers Guide.

Question - 1:

Do you ever take work home with you?

Ans:

Here are two great sample answers that might help get you started:

- * I am an extremely organized person, so I tend to be able to get my work done at work. However, if the need arose I would not be against taking work home. I try not to make it a habit, since I do value my free time. I do realize though that the work we do is important, and sometimes you have to do what needs to be done.
- * I do not shy away from taking work home with me. I know that meeting deadlines and doing outstanding work sometimes means taking a bit of it home. I do not have a problem doing that when the need arises.
- * Make sure to give an honest answer. Lying about taking work home may turn out badly for you if it is required and you do not do it.

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Question - 2:

What education or training have you had that makes you fit for this profession As Customer Service Associate (CSA)?

Ans:

This would be the first question asked in any interview. Therefore, it is important that you give a proper reply to the question regarding your education. You should have all the documents and certificates pertaining to your education and/or training, although time may not allow the interviewer to review all of them.

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Question - 3:

How do you rate yourself in computer skills? Please describe the programs and software that you can use well?

Ans:

Ideally you want to be able to type quickly, have the ability to effectively use Microsoft Office, and more importantly be able to quickly adapt to computer / technology skills. More and more it's become an integral part of work. If the job doesn't require technology skills - then this question shouldn't be asked!

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Question - 4:

Can you explain why you changed career paths As Customer Service Associate (CSA)?

Ans:

Don't be thrown off by this question-just take a deep breath and explain to the hiring manager why you've made the career decisions As Customer Service Associate (CSA) you have. More importantly, give a few examples of how your past experience is transferable to the new role. This doesn't have to be a direct connection; in fact, it's often more impressive when a candidate can make seemingly irrelevant experience seem very relevant to the role.

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Question - 5:

Are you good at working in a team As Customer Service Associate (CSA)?

Ans:

Before you answer, consider how you best contribute to a team:

- * Do you get along easily with people?
- * Are you an effective collaborator?
- * Can you communicate with people from various backgrounds and with different personalities?
- * Can you motivate people?
- * Do you know how to push back tactfully?
- * Can you mediate conflicts?
- * Can you deal with difficult personalities?

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**Question - 6:**

How do you handle confidentiality in your work?

Ans:

Often, interviewers will ask questions to find out the level of technical knowledge As Customer Service Associate (CSA) that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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Question - 7:

What are your strengths As Customer Service Associate (CSA)?

Ans:

This is one of the most common questions you will be asked. Give an answer relevant to the skills and qualities relevant to the position you are applying to. The interviewer is trying to find if your strengths match the job. For example, if you are applying for a job As Customer Service Associate (CSA) where accuracy is an important issue, one of your strengths could be that you have an eye for detail. It may be useful to find different words to describe similar attributes and qualities in order to avoid repetition.

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Question - 8:

What would you do if you won the lottery?

Ans:

The interviewer is asking this question to find out what your true passion is. Ideally it aligns to the type of work you're interviewing for. If not, tie it back in terms of how it relates to the job, for example, "I believe I'll learn the necessary skills in this job to pursue my passion later on in life."

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Question - 9:

Why do you want to work for this company?

Ans:

Again be honest. The interviewer will be able to sense very quickly if you're being disingenuous. Your answer should be based on your personal reasons, career aspirations as well as research you've performed on the company. The most important thing you should do is make sure to relate your answer to your long-term career goals.

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Question - 10:

Tell me about a time you had to fire a friend?

Ans:

Hopefully you've never had to do this, but if you did, talk about how hard it was personally to fire anyone but that you did it objectively.

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Question - 11:

Tell me about a time when you were forced to make an unpopular decision?

Ans:

Not every decision is popular. In fact, almost every decision is bound to make someone unhappy at some point. The key is to demonstrate how it impacted others positively and why you chose it.

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Question - 12:

What do you consider to be your greatest strength?

Ans:

There isn't any right answer. Just make sure to make your response positive and true. A few good examples include: Your ability to solve complex problems, Your ability to work well on a team, Your ability to shine under pressure, Your ability to focus in chaotic situations, Your ability to prioritize and organize, Your ability to cut through the fluff to identify the real issues, Your ability to influence others positively. If your strength relates to the position in question that will be more beneficial - but again be honest, don't create a strength for yourself just because you think it will sound good.

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Question - 13:

What is your greatest achievement outside of work As Customer Service Associate (CSA)?

Ans:

This is a great opportunity for you to discuss how you've given back to the community, how you've achieved in a competitive extracurricular activity (think sports or clubs), how you've mentored others, and so forth.

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Question - 14:

Top 13 Situational Interview Questions As Customer Service Associate (CSA):

Ans:



Situational interviews As Customer Service Associate (CSA) are similar to behavioral interview questions - but they are focused on the future, and ask hypothetical questions, whereas behavioral interview questions look at the past.

The advantage is that employers can put all candidates in the same hypothetical situations, and compare their answers.

1. What would you do if you made a strong recommendation in a meeting, but your colleagues decided against it?
2. How you would handle it if your team resisted a new idea or policy you introduced?
3. How would you handle it if the priorities for a project you were working on were suddenly changed?
4. What would you do if the work of an employee you managed didn't meet expectations?
5. What would you do if an important task was not up to standard, but the deadline to complete it had passed?
6. What steps would you take to make an important decision on the job As Customer Service Associate (CSA)?
7. How would you handle a colleague you were unable to form a positive relationship with?
8. What would you do if you disagreed with the way a manager wanted you to handle a problem?
9. What would you do if you were assigned to work with a difficult client As Customer Service Associate (CSA)?
10. What would you do if you worked hard on a solution to a problem, and your solution was criticized by your team?
11. How would you handle working closely with a colleague who was very different from you?
12. You're working on a key project that you can't complete, because you're waiting on work from a colleague. What do you do?
13. You realize that an early mistake in a project is going to put you behind deadline. What do you do?

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Question - 15:

Describe what a "lot of work" looks like to you As Customer Service Associate (CSA)?

Ans:

Ideally you'd like to state that you can take on a lot of work - this shows your work ethic, but at the same time it's okay to tell them that you value work and life balance.

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Question - 16:

Do you work well within a team?

Ans:

Some people are thrown when they are asked this Customer Service Associate (CSA) question when they are applying for a position to work alone. Every company works as a team, so you are a good team player, give an example of when you have worked well within a team.

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Question - 17:

Tell us something about yourself?

Ans:

Bad Answer: Candidates who ramble on about themselves without regard for information that will actually help the interviewer make a decision, or candidates who actually provide information showing they are unfit for the job.

Good answer: An answer that gives the interviewer a glimpse of the candidate's personality, without veering away from providing information that relates to the job. Answers should be positive, and not generic.

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Question - 18:

Tell me about a difficult decision you've made in the last year As Customer Service Associate (CSA)?

Ans:

We all have difficult decisions in our lives. Show how you were able to arrive at it and then how you decisively acted.

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Question - 19:

How do you adapt to new working environments As Customer Service Associate (CSA)?

Ans:

It's important that you demonstrate that you can adapt to changing environments quickly. You want to stress that you can manage change. The one thing in life that is constant after all, is change.

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Question - 20:

How do you think you might fit this position As Customer Service Associate (CSA)?

Ans:

An important part of research before the interview is what the company does and how the job role relates to that. This includes the company philosophy and working methods. Questions such as this seek to find out how a candidate will fit into the organisation As Customer Service Associate (CSA). Answer positively; including practical examples of how you anticipate you would perform in the new role.

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Question - 21:

Top 12 Stress Based Interview Questions As Customer Service Associate (CSA):

Ans:

Some jobs require employees to work under stress, and some interviewers just like to see how applicants handle stressful questions.



There are many questions designed for putting the interviewee into an awkward situation, or throwing them off, to see how they do under stress. Here are some samples.

1. How do you feel this interview is going As Customer Service Associate (CSA)?
2. How would you handle undeserved criticism from a superior?
3. How many other jobs are you applying for?
4. What would you do if you saw a colleague stealing supplies or equipment?
5. What did you do when you had a boss you didn't get along with?
6. What would you do if a colleague took credit for your idea, and got a promotion?
7. Was the stress of your previous job too much for you?
8. What would you do if a colleague admitted to lying on their resume to get the job?
9. What would you do if a customer verbally insulted you in front of co-workers?
10. What would you change about the design of a baseball hat?
11. Why were you fired from your previous job As Customer Service Associate (CSA)?
12. How successful do you think you've been so far?

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Question - 22:

Tell me about a problem that you've solved in a unique or unusual way. What was the outcome? Were you happy or satisfied with it?

Ans:

In this question the interviewer is basically looking for a real life example of how you used creativity to solve a problem.

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Question - 23:

How do you take "No" for an answer?

Ans:

You want to be persistent enough to understand why someone is saying no so that you could potentially convince them otherwise with a sound reason. However, if they are still saying "no" to you, then you need to humbly accept their position and move on.

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Question - 24:

What differentiates this company from other competitors?

Ans:

Be positive and nice about their competitors but also discuss how they are better than them and why they are the best choice for the customer. For example: "Company XYZ has a good product, but I truly believe your company has a 3-5 year vision for your customer that aligns to their business needs."

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Question - 25:

How important is a positive attitude to you?

Ans:

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

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Question - 26:

Why are you the best fit for this job As Customer Service Associate (CSA)?

Ans:

Analyze the job responsibilities and match those to your skills sets. Then discuss how your experience and skills sets can truly create the best impact to the company in that specific job role. Impact could mean marketing impressions, sales, cutting costs, making products more efficiently, creating better customer service, engineering new designs that create customer excitement, etc.

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Question - 27:

What type of extracurricular activities are you a part of?

Ans:

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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Question - 28:

Tell me about the last time you missed a goal or deadline?

Ans:

Unless you're a completely perfect person, chances are you've messed up before on a goal/deadline. If so, discuss how you fell short and what you would have done in retrospect to achieve it.

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**Question - 29:**

How do you handle your anger?

Ans:

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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Question - 30:

How do you inspire others to be better?

Ans:

First, the key to inspiring others is to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to multiple people and so forth.

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Question - 31:

What are your thoughts on failure?

Ans:

Failure happens. It's a part of life. The key is understanding that you can't be perfect at everything and more importantly you're going to learn from failures to come out stronger.

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Question - 32:

What was the most difficult employee situation you found yourself As Customer Service Associate (CSA)? How did you overcome the problem?

Ans:

One of employees was conflicting with other and colleague who was prove his was wrong hi denied and was invite union to defend him but we have prove his wrong and I was facing disciplinary action.

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Question - 33:

Do you value recognition or pay more? Why?

Ans:

Either preference is fine, but just remember you have to be able to explain why. If you say recognition, then back that up by describing how achievement really carries weight with you and how you like to feel valued in the work that you do because it validates that you're helping your teammates / customers and so forth. If you choose money, you can also explain that is important to you as validation and you can highlight how money is important to you because of your goals (financial security, providing for your family, and so forth). The key is to be authentic with your answer. However, if you say you value pay more because you're greedy - know that doesn't align usually to most company's values/vision.

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Question - 34:

What are you passionate about?

Ans:

Ask yourself - what are your core passions that you wake up excited to act on each and every day? Ask yourself what makes you happy or drives you - is it helping others? Is it making money? Is it creating something? Is it about changing the world? Etc.

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Question - 35:

What does your professional network look like?

Ans:

If you have a professional network, discuss it detail (# of contacts, people you know, their positions and what you've learned from them or how you've worked with them). If you don't have one, discuss how you would develop one (career fairs, networking events for that industry, through your existing friends, etc)

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Question - 36:

Do you work well on a team? How would you define teamwork?

Ans:

I would define team work as getting the job done As Customer Service Associate (CSA) whether that means if I have to do more then the guy next to me as long as the work gets finished.

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Question - 37:

If selected for this position As Customer Service Associate (CSA), can you describe your strategy for the first 90 days?

Ans:



This depends on the job role. Make sure you break it down into

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Question - 38:

How would your former employer describe you?

Ans:

In all likelihood, the interviewer will actually speak with your former employer so honesty is key. Answer as confidently and positively as possible and list all of the positive things your past employer would recognize about you. Do not make the mistake of simply saying you are responsible, organized, and dependable. Instead, include traits that are directly related to your work as a medical assistant, such as the ability to handle stressful situations and difficult patients, the way you kept meticulous records, and more.

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Question - 39:

Describe what a bad work environment would look like to you As Customer Service Associate (CSA)?

Ans:

There could be a multitude of things to discuss here: Business ethics (wrongdoing), inconsiderate teammates, non-supportive management, a product that does not do what you're promising customers and so forth.

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Question - 40:

Describe yourself in three words?

Ans:

Pick three adjectives but then back up each with a real life story that demonstrates those characteristics.

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Question - 41:

What makes you a good manager?

Ans:

Describe how you manage people, time, money and energy in the most effective manner to achieve the best return of that investment.

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Question - 42:

Describe a time when you had to help a coworker out that did not directly benefit you?

Ans:

There should be many times where you've assisted others As Customer Service Associate (CSA). If you haven't, think of how you would in the future. You can discuss charitable causes, how you mentored someone, and so on.

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Question - 43:

What do you already know about our company?

Ans:

Good reputation of a large home grown company that has various departments and product.

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Question - 44:

If someone had to say something negative to you, what would they say?

Ans:

Again, be honest about sharing a story here about someone who may not have gotten along with you in the office here and explain how you were able to fix that relationship or change your attitude/action to be a better person / coworker.

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Question - 45:

What do you know about the company?

Ans:

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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Question - 46:

What were the responsibilities of your last position As Customer Service Associate (CSA)?

**Ans:**

If you want to show your ambition, you can discuss how you haven't reached all of your goals yet and in that sense aren't satisfied. However, if you want to discuss satisfaction from your job discuss an experience in which you achieved something.

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Question - 47:

What kind of salary do you need As Customer Service Associate (CSA)?

Ans:

This is a loaded question and a nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, that's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.

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Question - 48:

How have you changed in the last five years?

Ans:

All in a nutshell. But I think I've attained a level of personal comfort in many ways and although I will change even more in the next 5-6 years I'm content with the past 6 and what has come of them.

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Question - 49:

Tell me about the last time you had to work with someone inside or outside of your department to accomplish a goal?

Ans:

Show that you were communicative with that person and that you were able to collaborate effectively in sharing ideas and work tasks. They want to see that you can be a team player.

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Question - 50:

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

Ans:

Both are important. You need to stress that. However, if you could only choose one, ask yourself As Customer Service Associate (CSA) - do you like to be "in the weeds" with your work, or do you want to be the one painting the vision?

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Question - 51:

Give me an example of an emergency situation that you faced. How did you handle it?

Ans:

There was a time when one of my employers faced the quitting of a manager in another country. I was asked to go fill in for him while they found a replacement and stay to train that person. I would be at least 30 days. I quickly accepted because I knew that my department couldn't function without me.

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Question - 52:

What features of your previous jobs have you disliked?

Ans:

It's easy to talk about what you liked about your job in an interview, but you need to be careful when responding to questions about the downsides of your last position. When you're asked at a job interview about what you didn't like about your previous job, try not to be too negative. You don't want the interviewer to think that you'll speak negatively about this job or the company should you eventually decide to move on after they have hired you.

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Question - 53:

How would you define success?

Ans:

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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Question - 54:

What's your salary history?

Ans:

When you are interviewing for a new job, it is common practice for the company to ask you about your salary history. I typically want to know what the candidate's base salary is, if they receive any bonus, the average bonus amount, and any additional compensation or perks, such as 500k matching, stock grants or stock options, paid time off and how much they are required to pay towards their medical premiums.

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**Question - 55:**

Do you have any questions for me?

Ans:

Good interview questions to ask interviewers at the end of the job interview include questions on the company growth or expansion, questions on personal development and training and questions on company values, staff retention and company achievements.

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Question - 56:

If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

Ans:

It should say the same thing - after all - if you think this salary is fair then it should suit the responsibilities!

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Question - 57:

What are your salary expectations As Customer Service Associate (CSA)?

Ans:

This question is like a loaded gun, tricky and dangerous if you're not sure what you are doing. It's not uncommon for people to end up talking salary before really selling their skills, but knowledge is power as this is a negotiation after all. Again, this is an area where doing your research will be helpful as you will have an understanding of average salary.

One approach is asking the interviewer about the salary range, but to avoid the question entirely, you can respond that money isn't a key factor and you're goal is to advance in your career. However, if you have a minimum figure in mind and you believe you're able to get it, you may find it worth trying.

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Question - 58:

Give me an example of when you competed hard and won?

Ans:

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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Question - 59:

What type of work environment do you prefer?

Ans:

Ideally one that's similar to the environment of the company you're applying to. Be specific.

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Question - 60:

What does "thinking outside the box" mean to you?

Ans:

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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Question - 61:

What types of personalities do you work with best?

Ans:

In the past, I have found it difficult to work with others who see themselves as better than others, who can take criticism, and who refuse to work with others. I have found it challenging to work with them b/c I am a team oriented person who feels the importance of working together over the needs of the individual especially in a learning environment.

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Question - 62:

What schedule do you hope to work? Are you willing to work extra hours?

Ans:

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster.

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Question - 63:

What are three positive things your last boss would say about you?

Ans:

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words: "My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."



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Question - 64:

Tell me one thing about yourself you wouldn't want me to know?

Ans:

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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Question - 65:

Describe a typical work week for this position As Customer Service Associate (CSA)?

Ans:

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position As Customer Service Associate (CSA) you are applying for and how your current or past positions relate to it. The more you can connect your past experience with the job opening, the more successful you will be at answering the questions.

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Question - 66:

What is your desired salary As Customer Service Associate (CSA)?

Ans:

Bad Answer: Candidates who are unable to answer the question, or give an answer that is far above market. Shows that they have not done research on the market rate, or have unreasonable expectations.

Good answer: A number or range that falls within the market rate and matches their level of mastery of skills required to do the job.

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