

Female Sales Officer Job Interview Questions And Answers



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Female Sales Officer Interview Questions And Answers Guide.

Question - 1:

Why did you choose this field?

Ans:

I like meeting new people and am good at persuading them. I always wanted a job that allowed me to meet people of different backgrounds on daily basis therefore a sales associate position sounded ideal for me.

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Question - 2:

Why are you leaving current job?

Ans:

I have learnt a lot there, but I feel I need a bigger platform now to diversify my experience in the field.

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Question - 3:

Why should we hire you as Sales Girl?

Ans:

(Mention the value you will add by joining)

I possess all skills and abilities your job advertisement states plus I have extensive experience in the retail and customer service arena.

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Question - 4:

What kind of work schedule do you expect?

Ans:

I am generally okay with any work schedule and am willing to do extra shifts as and when needed.

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Question - 5:

Do you have experience facing a difficult client?

Ans:

Once a lady came over when I was at Macy's cosmetics section. She asked for a skin product that could conceal dark spots. I guided her accurately based on her skin type. She came back after five days later with the product seal opened and bottle half used and claimed a refund. I handled her tactfully by explaining various seasonal factors affecting / resisting dark spot treatment. She ended up in buying a booster product to support the action of previous cream and left the store quite happy.

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Question - 6:

What makes you a great candidate for this job?

Ans:

My exceptional interpersonal skills, convincing power, and ability to create effectual displays make me an ideal candidate for this job.

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Question - 7:

What is the ISO 9001?



Ans:

It is an internationally accepted document that guidelines the quality policies for consumers and sellers.

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Question - 8:

Why did you choose to work in a retail environment?

Ans:

I have been always fascinated by the buzz of a retail environment. There is so much that is going on and it is this busy bee nature of the work that drove me to choose retail as my choice of career. I enjoy working with people and I am good at endorsing products.

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Question - 9:

What is the best thing about retail sales profession?

Ans:

For me, it's meeting new people every day. I like to meet new people and if I'm selling fashion products like this position requires me to, I love to discuss the detailed features and specifications of various cosmetics and skin products since I have deep rooted interest and ample knowledge regarding skin products

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Question - 10:

What initiatives do you take to retain clientele?

Ans:

I am adept at practicing high quality PR able to keep a contacts book and send out greeting messages on Christmas and Easter to remain in contact. I also send out promotional messages when a new product is launched or to revive sales of an old product.

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Question - 11:

Give example of a time when you were challenged? How did you cope?

Ans:

Last holiday season the staff was short and it happened that I had five clients waiting in a queue to be attended and the lady standing foremost was taking too much time in deciding. I did not panic, what I did was I explained the product details to her patiently and suggested appropriate products for her skin type. Still she wasn't able to make her mind so I handed her a catalog to study while I attended other customers

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Question - 12:

Do you have any experience in handling Cash registers?

Ans:

Yes, I am well versed in handling tills, cash registers, cash drawers and POS.

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Question - 13:

How do you deal with an irate customer who is not satisfied by the product?

Ans:

I always begin by apologizing that the product did not turn out what they expected it to be. Then, if the item is returnable I process a refund otherwise I politely explain the policy to the clients and am usually able to calm them down

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Question - 14:

Tell me how do you generate leads?

Ans:

Asking for referrals from current customers should be a large part of the answer

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Question - 15:

Tell us of a particularly difficult situation that you handled successfully?

Ans:

The retail world poses many problematic situations at times. It is not always easy to please customers and keep within the limitations set by the company. While servicing a customer, I was propositioned for a certain amount in dollars if I could unveil my company's pricing strategy. The customer was actually a spy competitor. I figured this much out and politely told him that I am not at a liberty to answer his question. I offered him a discount on the washing machine he was looking at and politely turned him away. He was almost screaming obscenities at me!

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Question - 16:



What do you believe are the most important characteristics of a sales associate?

Ans:

Sales associates need to have comprehensive information of the products that they are endorsing. They should also be able to handle their time efficiently and possess exceptional communication skills. Additionally, sales associates should have some basic mathematical acumen and ability to think quickly.

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Question - 17:

What are your strengths as a retail sales assistant?

Ans:

Ever since I began working in retail, I have been able to meet all my sales goals. And I attribute this success to my understanding of what customers want. While I am an aggressive seller, I never tramp on a customer's right to choose and buy. For me customer services spells "customers first". I have a great sense of urgency and I am also a fast learner which is both the essence of working in a customer oriented retail environment. Also, I am able to assist clients in making product choice, I am also fully familiar with cash handling protocols associated with the position.

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Question - 18:

Which skill do you believe is the most important in succeeding in sales? Why?

Ans:

While there isn't just one skill that makes sales associates successful, I believe that the ability to adjust one's approach to different types of customers and situation is very important. This is because one comes across many different situations in a day (many of them not pleasant) and one needs to be able to handle them all effectively.

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Question - 19:

How do you deal with rejection?

Ans:

I worked for four years as a door-to-door salesmen selling pest control contracts in Atlanta, Georgia. Rejection was the name of the game in that industry. Salesmen that let the rejection get to them were ineffective, and often quit. Successful door-to-door salesmen recognized that rejection was just the nature of the job--it was nothing personal. Losing a sale isn't fun. But I look at rejection as an opportunity to learn and improve my sales technique.

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Question - 20:

What do you like and dislike about the sales process? How do you handle the dislike part?

Ans:

I love the buzz that challenges provide me with. It is a great feeling to achieve your targets and make customers happy. What I don't like about the process is that sometimes, the pressure gets a little too much to handle because one is working in an environment that is very fast paced. But I know that one cannot possibly like everything about a job but the job needs to be done. I take frequent time outs and ensure that I don't get frustrated.

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Question - 21:

Please tell me something about your self?

Ans:

I am a self starter, energetic and extroverted individual. I am a sales graduate and am fluent in English and Spanish. I like interacting with multicultural people and have a good convincing power.

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Question - 22:

What general tasks have you previously performed in the role of a sales associate?

Ans:

Since I was the first point of contact, it was my responsibility to interact with customers and make sure that their needs were met in terms of locating items and assisting them through the purchase process.

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Question - 23:

What do you dislike about working in the sales arena?

Ans:

Having to walk away from a prospective sale due to company protocols is something that I have yet to be able to come to terms with. I understand that it is necessary to do this at times but I do not like it very much.

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Question - 24:

How do you maintain an updated knowledge base of the products you are selling?

Ans:



During my free time I go through various product catalogues to update my knowledge regarding same.

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Question - 25:

Why do you think sales is the most suitable career for you?

Ans:

I believe that I have the skills, the patience and the qualifications that are necessary to work as a sales girl. Possessing the right attitude and the ability to implement strategies to impress prospective clients is my forte.

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Question - 26:

Do you have any experience in cataloging, inventory keeping and shelf stocking?

Ans:

Yes, in my previous role I was responsible for all three, cataloging, inventory filling and shelf stocking. I also earned the most creative display award thanks to my unique and effective ability to display the merchandise to be sold in an attractive and appealing manner.

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Question - 27:

What kind of goals motivate you the best? What total compensation are you seeking?

Ans:

Should be enthusiastic about setting goals

Should be comfortable with a large share of compensation at risk (at least 50 per cent)

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Question - 28:

What have you done to improve your knowledge about sales techniques during the last year?

Ans:

I participated in many on-the-job trainings and actively participated in various workshops aimed at promoting new and upcoming sales and marketing strategies.

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Question - 29:

What was your most significant professional accomplishment? Tell me about it in detail

Ans:

Keep asking for more and more detail to get insight into work ethic

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Question - 30:

What are the three core competencies a successful sales associate must have?

Ans:

Customer service, communication and persuasion.

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Question - 31:

How do you expect to close sales? How do you know when a buyer is ready to buy? What closing principles do you follow? What closing techniques work best for you?

Ans:

Does the candidate mention the importance of body language?

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Question - 32:

Many sales personnel are uncomfortable making cold calls. Does it bother you? Why or why not?

Ans:

No. Making cold calls does not bother me. This is part of a sales girl's work and I am quite well-versed in handling outbound sales calls.

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Question - 33:

Sell me this pencil?

Ans:

So, you say you can sell? Prove it! If you say you can sell, then you better be prepared to prove it. That's what this question is all about--and it's a popular one.

One of the best ways an interviewer can get a feel for your selling strengths and style is to see you in action. This question is also designed to put you on the spot, see if you can think on your feet, and test your ability to perform under pressure.



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Question - 34:

15 Common Female Sales Officer Interview Questions:

Ans:

- * Sell me this pen?
- * How do you handle objections?
- * How do you handle rejection?
- * What do you consider the most important skills in sales?
- * What do you dislike about sales?
- * Is there any aspect of the sales process that you are particularly uncomfortable with?
- * How comfortable are you making phone calls?
- * Is there anyone you struggle to sell to?
- * What are some examples of your sales experience?
- * Describe the most difficult sales call you have made?
- * Describe what your sales cycle was like in your last job?
- * How often did you achieve your sales objectives?
- * Describe a time that you had to change your sales approach.
- * How do you handle the negotiation phase?
- * When do you decide that it is time to let a potential client go?

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Question - 35:

Do you consistently meet sales quotas?

Ans:

Over my career I've not only met all minimum quotas but I've set several sales records. Between 2010 and 2014, when many sales professionals in my industry were seeking non-sales related jobs due to the recession, I was able to increase my production by 10% over the previous year. Even though market conditions weren't ideal, I was able to find new sales strategies and techniques to help me maintain my momentum.

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Question - 36:

How to overcome buyer objections? How do you handle price objections?

Ans:

- * Ask for examples
- * Can they describe selling on value, not on price?

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Question - 37:

Tell me what types of products/services have you sold and how did you sell them?

Ans:

See if they understand how to sell "solutions" as opposed to "products" or "services"

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Question - 38:

What motivates you as Sales Female Officer?

Ans:

I'm driven by competition--competition with others and competition with myself. Not only am I motivated to be the best at what I do, but I'm motivated to out do myself whenever I get the chance. I'm also motivated by the thrill of the chase, challenge of the hunt and satisfaction of the kill. I enjoy prospecting for new clients, learning everything I can about a prospective client, developing the perfect pitch, and then closing the deal.

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Question - 39:

What were your goals for the past three years and did you meet them? What was the reason for your success? Why didn't you meet the goals?

Ans:

Should have had concrete goals with metrics

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Question - 40:

Why are you interested as Sales Female Officer?

Ans:

For the last five years I've worked as a sales engineer for XYZ company. For the last three years I been the top producing sales engineer in my division. Notwithstanding the success I've achieved, one of the challenges I've faced time and again is trying to convince prospective clients that they should swith from your company's platform to XYZ's platform. Your company has a stellar reputation for quality and customer service, and you're unquestionably the leader in this industry. XYZ knows it, I know it and the industry knows it. I'm confident, if given the opportunity to sell your products, I could be one of the very top producers for your company.

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**Question - 41:**

Tell me what image do you have of our company and this industry?

Ans:

Should have done a thorough job of research on your industry and company

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Question - 42:

Tell me what closing principles do you follow?

Ans:

- * Do not attempt to close until the buyer is ready
- * When you propose a close, be silent until the buyer responds
- * After the sale is made, quit selling
- * Should be able to describe three different closing techniques

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Question - 43:

Tell us about a sales experience that demonstrates your work ethic?

Ans:

If they give a positive one, ask for a negative one. e.g. a time they failed and what they learned

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Question - 44:

What is your sales process, given a qualified lead? How many contacts do you make on a qualified lead?

Ans:

- * Look for logical steps including building a relationship and asking about the prospect's needs as the first two steps
- * Average number of contacts should be 12
- * Ask for the different types of contacts they make to qualified prospects

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