

# **Service Agent Job Interview Questions And Answers**



**Interview Questions Answers**

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## Service Agent Interview Questions And Answers Guide.

### Question - 1:

Why are you interested in working As Service Agent for [insert company name here]?

#### Ans:

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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### Question - 2:

What is your biggest weakness As Service Agent?

#### Ans:

No one likes to answer this question because it requires a very delicate balance. You simply can't lie and say you don't have one; you can't trick the interviewer by offering up a personal weakness As Service Agent that is really a strength ("Sometimes, I work too much and don't maintain a work-life balance."); and you shouldn't be so honest that you throw yourself under the bus ("I'm not a morning person so I'm working on getting to the office on time.")

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### Question - 3:

Where do you see yourself in five years? Ten years?

#### Ans:

Bad Answer: A generic or uninspired answer. Also, answers that show that this career/company is just a temporary stop for them.

Good answer: One that shows the candidate has thought about this question, has plans, and that those plans align with the job and a career path that is possible in the company. You want to see that this candidate is a good long term investment.

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### Question - 4:

How do you prioritize your work?

#### Ans:

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Service Agent on the things that need to get done, and done quickly... While balancing the other work alongside our first priorities.

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### Question - 5:

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 - 6:

Top 12 Best Brainteaser Interview Questions:

#### Ans:

Brainteaser questions As Service Agent have become popular for interviews in recent years, as word has gotten out that top tech companies such as Apple, Google, Microsoft and IBM have used this type of question at one time or another.

Companies like Google aren't using these questions so much any more, but many companies, are, and it may be good to prepare for them As Service Agent. The key to these isn't so much getting the exact answer, as it is showing how you would come up with an answer.

Here's a sample of 12 of the best and most difficult.



1. How many street lights are there in New York City?
2. How many gas stations are there in the United States?
3. How many golf balls can fit in a school bus?
4. How much should you charge to wash all the windows in Seattle?
5. Why are manhole covers round?
6. How many times a day does a clock's hands overlap?
7. How would you test a calculator?
8. Describe the internet to someone who just woke up from a 30-year coma.
9. How much does the Starbucks in Times Square bring in, in annual revenue?
10. You are shrunk to the height of a nickel and thrown into a blender. Your mass is reduced so that your density is the same as usual. The blades start moving in 60 seconds. What do you do?
11. What is the air speed velocity of an unladen swallow? ;)
12. How many golf balls are there in Florida?

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### Question - 7:

What motivates you?

#### Ans:

I've always been motivated by the challenge - in my last role, I was responsible for training our new recruits and having a 100% success rate in passing scores. I know that this job is very fast-paced and I'm more than up for the challenge. In fact, I thrive on it.

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### Question - 8:

Describe your work ethic?

#### Ans:

While discussing this, be sure to stress specific examples of what you bring to the company. Good qualities include resolve to fulfill job responsibilities, optimism, and a desire to be as efficient as possible while at work.

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### Question - 9:

Have you ever you have been in a position As Service Agent where you've had to fire someone? How did you feel about that experience?

#### Ans:

Be very thoughtful about your answer. This is a very serious matter for most companies and requires a very serious answer. You need to express that you will do it when it is the right thing to do but you don't want to give the impression that you're callus to the process. Don't forget that firing is not the same as laying someone off - it typically is for the direct benefit of the company.

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### Question - 10:

What has been your biggest professional disappointment?

#### Ans:

When discussing a professional disappointment, make sure to discuss a scenario you could not control. Be positive about the experience and accept personal responsibility where applicable.

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### Question - 11:

How do you believe you would benefit our organization?

#### Ans:

This is a great question that provides you the opportunity to put your best foot forward, to tell the interviewer why he or she should consider hiring you for the job. Make sure you're well prepared for this question as you won't likely get a second chance to really shine.

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### Question - 12:

What type of salary are you looking for?

#### Ans:

This can be a very tricky question as the individual asking it is probably digging for something other than a simple answer to the question. We recommend that you don't immediately respond to the question directly. Instead, say something like, "That a difficult question. What is range for this position?" More often than not the interviewer will tell you. If the interviewer insists on direct answer you may want say that it depends on the details of the job - then give a wide salary range.

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### Question - 13:

What did you like least about your last (or current) job As Service Agent?

#### Ans:

Don't vent or focus on the negative with brutally honest answers such as "My boss was a jerk," or "The company culture was too politically correct," or "They just weren't giving me the opportunity to take my career to the next level." Instead, keep the emphasis on the positive, even though there are sure to be things you weren't happy about.

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**Question - 14:**

Why do you want to leave your current company As Service Agent?

**Ans:**

Bad Answer: Complaining about or blaming their former job, boss or colleagues. Also, having no good reason.

Good answer: One that focuses on the positives about why the job they're applying for offers them better learning or career opportunities, chances for advancement, aligns more closely to their long term goals, or is a better fit for them.

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**Question - 15:**

Tell me about a time you failed?

**Ans:**

Everyone has failed, so don't play dumb or claim you've never messed up As Service Agent. Think of a time when a work-related situation didn't turn out quite as you had hoped. An interviewer is interested in seeing how you took responsibility for your failure, what you learned from it, and how you would prevent similar failures from happening again.

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**Question - 16:**

Top 17 Behavioral Interview Questions As Service Agent:

**Ans:**

Behavioral interviews As Service Agent were popularized by industrial psychologists in the 1970s, and have been used at big companies like AT&T. The idea behind them is that past responses to situations are the best predictor of how candidates will respond in the future.

1. Tell me about a time you faced a conflict while working as part of a team.
2. Talk about a goal you set for yourself. What did you do to make sure you met the goal?
3. Give an example of a time when you had to work with someone with a very different personality from yours.
4. Talk about an instance where you wish you'd handled a situation differently with a team member.
5. What's the most difficult problem you have had to solve As Service Agent?
6. Give an example of how you handled a situation where you needed information from a colleague who wasn't responsive.
7. Talk about a time when you had problems building a relationship with a key team member. What did you do?
8. Tell me about an instance when it was important to make a great impression on a client. What did you do?
9. Tell me about a situation where you had to work with a difficult client.
10. Tell me about a situation where you disappointed a client, and how you tried to fix it.
11. Talk about a time when you had to strategize to meet all your obligations.
12. Talk about a time when you failed at something. How did you react?
13. Talk about a time you took on a leadership role.
14. Tell me about a long-term project you oversaw. How did you keep it focused and on schedule?
15. Talk about a time when you were under a lot of stress. What caused it, and how did you manage?
16. Do you prefer to work alone or with others As Service Agent?
17. Tell me about a time when you were overwhelmed by the amount of work on your agenda. How did you handle it?

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**Question - 17:**

Explain me about a problem or disagreement you had with previous supervisor?

**Ans:**

This question is trap. It is meant to see whether or not you'll speak poorly of an employer. No one wants to hire someone who's going to speak poorly of them down the road. Stay upbeat and positive - and most of all don't say anything negative about a previous employer.

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**Question - 18:**

How do you evaluate success As Service Agent?

**Ans:**

I evaluate success As Service Agent in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that the Global Guideline company is recognized for not only rewarding success but giving employees opportunity to grow as well.

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**Question - 19:**

What do you consider ethical spending on an expense account?

**Ans:**

It depends on the role - but the better way to answer this is to ask the interviewer what their expectations are with regards to what the role can expense and then simply state that you'll stay within those parameters

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**Question - 20:**

Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist them? What was the result?

**Ans:**

The key is to show that the mentoring of a co-worker was first a higher priority than the task you had at hand (remember, you want to show that you focus on highest priority tasks first). Then, describe in detail how you helped them not only complete the task but learn to do it on their own. You want to teach them HOW to fish and not to simply fish for them.



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**Question - 21:**

Tell us about a suggestion you have made that has benefited an organization you've worked for?

**Ans:**

This is another opportunity to show the interviewer what you're capable of so make sure to be prepared for this type of question. Have an example ready and make sure its an example of a suggestion you've made that was accepted and that have positive influence. If you can come up with an example that relates to the position you're applying for that would be even better.

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**Question - 22:**

Would you like doing repetitive work?

**Ans:**

Why not, I am not only doing a repetitive work but also earning but also getting a good salary by the company As Service Agent. And second thing is that nothing is interesting in the life till we are not interested.

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**Question - 23:**

If you felt like you were hitting the proverbial "wall" and getting burned out, what would you do to re-energize yourself?

**Ans:**

Take a break to rest. Work in smaller increments of time to increase focus with breaks in between. Delegate tasks to those that are willing to help.

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**Question - 24:**

Explain me about a challenge or conflict you've faced at work As Service Agent, and how you dealt with it?

**Ans:**

In asking this interview question, your interviewer wants to get a sense of how you will respond to conflict. Anyone can seem nice and pleasant in a job interview, but what will happen if you're hired?. Again, you'll want to use the S-T-A-R method, being sure to focus on how you handled the situation professionally and productively, and ideally closing with a happy ending, like how you came to a resolution or compromise.

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**Question - 25:**

Describe your work style?

**Ans:**

Describe the positive aspects of your work style if possible, including: work ethic, attention to detail, interpersonal skills, skill sets (analytical or otherwise), leadership abilities, communication skills.

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**Question - 26:**

Why should I hire you As Service Agent?

**Ans:**

To close the deal on a job offer, you MUST be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these question in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process.

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**Question - 27:**

What's been your biggest failure to date?

**Ans:**

Describe your biggest failure and discuss what you've learned from it and ideally how you've been successful since because of that lesson.

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**Question - 28:**

What other companies are you interviewing with?

**Ans:**

Companies ask this for a number of reasons, from wanting to see what the competition is for you to sniffing out whether you're serious about the industry. "Often the best approach is to mention that you are exploring a number of other similar options in the company's industry." It can be helpful to mention that a common characteristic of all the jobs you are applying to is the opportunity to apply some critical abilities and skills that you possess. For example, you might say 'I am applying for several positions with IT consulting firms where I can analyze client needs and translate them to development teams in order to find solutions to technology problems.'

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**Question - 29:**

How meticulous are you with details?



**Ans:**

Being detailed is important for many types of job roles. Typically you want to highlight how you've done that in previous roles. Example: "Being meticulous is important to me. In my last job, I had to count the money in the register as a cashier to make sure it matched to the receipts down to the last penny." This was to ensure there wasn't any "wrongdoing" at the company by any of the cashiers and I was always accurate in my reports.

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**Question - 30:**

If hired, how do you intend on making a difference with our company?

**Ans:**

Dedicate myself to learn everything about the new company that I can, look for ways and ideas that could improve, processes, safety, removing obstacles from the associates, I want to advance within the company.

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**Question - 31:**

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 - 32:**

What differentiates you from the competition?

**Ans:**

Think about what you bring to the table that you truly believe is unique - the easiest way to do is to think of your own personal stories that demonstrate your work ethic, skills, and dedication. Most people have some or all of those skills, but the unique stories are what make people stand out in interviews.

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**Question - 33:**

What are your lifelong dreams?

**Ans:**

If your dreams don't relate to the job closely, make sure you highlight aspects of the job that will help develop the skills that will help you with your dreams. Ideally, you want your dreams to relate strongly to the career path you're interviewing for though.

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**Question - 34:**

If you look at a clock and the time is 3:15, what's the angle between the hour and the minute hands?

**Ans:**

Usually, if the answer to a brainteaser seems too easy, chances are the answer's wrong. And in this case, the answer is not zero degrees. The hour hand, remember, moves as well. That is, in addition to the minute hand. And so, at 3:15, the hour hand and the minute hand are not on top of each other. In fact, the hour hand has moved a quarter of the way between the 3 and 4. This means it's moved a quarter of 30 degrees (360 degrees divided by 12 equals 30). So the answer, to be exact, is seven and a half degrees (30 divided by four).

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**Question - 35:**

Why should we select you not others?

**Ans:**

Here you need to give strong reasons to your interviewer to select you not others. Sell yourself to your interviewer in interview in every possible best way. You may say like I think I am really qualified for the position. I am a hard worker and a fast learner, and though I may not have all of the qualifications that you need, I know I can learn the job and do it well."

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**Question - 36:**

How do you stay up to date with industry?

**Ans:**

Discuss how you stay up to date by reading industry specific sites, magazines, and Google / yahoo news. Also make sure you stay up to date by reading the current news on the company's website.

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**Question - 37:**

What qualities do you believe are important to have as a manager?

**Ans:**

Great managers tend to empower their employees to be successful through strong coaching. They understand how to manage relationships - this is commonly referred to emotional intelligence. They have to be able to handle both client and staff situations that require them to be calm under pressure to clearly think of solutions to complex problems. Most importantly they must be able to articulate the vision to the team and inspire them to work together to collectively achieve that goal



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**Question - 38:**

How would you describe your approach to Service Agent?

**Ans:**

In more general terms, a question such as this gives a candidate the opportunity to talk about their professional philosophy and skills. While the question is general in nature, the best answers are usually quite specific, picking one or two points and exemplifying them with instances from personal history.

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**Question - 39:**

How do you feel about this company's vision?

**Ans:**

First find out where the company envisions itself in 3-5 years. If you can't find the vision of the company, that's probably a big question mark on the company itself. Once you do, identify how those company's visions align to your personal values and goals and then articulate how tightly correlated that is to the interviewer. For example - this company wants to be the #1 provider of green technology in the world and I feel strongly about that vision because we've got a chance to collectively impact the world to become a greener society and save our clients at the same time!

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**Question - 40:**

Why are you leaving the present company?

**Ans:**

According to me we can not grow in the field without taking more responsibilities and risks and also we can't enhance our team leading capabilities, managerial skills without expose to wide range of people.

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**Question - 41:**

What role do you see technology playing in this role?

**Ans:**

Technology is important to almost every job today but it's not meant to be abused. I believe it's important to increase productivity and not for personal use.

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**Question - 42:**

Why do you want to work in this industry As Service Agent?

**Ans:**

Make sure you research the industry first. Then find at least 3 core things about that industry that you're passionate about (for example: how their solutions impact clients, their culture, the leadership, etc)

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**Question - 43:**

What types of situations do you consider "unfixable"?

**Ans:**

Most situations are "fixable" - the ones that are not are typically related to business ethics (someone is cheating the company, someone is stealing, etc)

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**Question - 44:**

What do you feel you deserve to be paid?

**Ans:**

Do your research before answering this question - first, consider what the market average is for this job. You can find that by searching on Google (title followed by salary) and globalguideline.com and other websites. Then, consider this - based on your work experience and previous results, are you above average, if yes, by what % increase from your pay today from your perspective? Also - make sure if you aim high you can back it up with facts and your previous results so that you can make a strong case.

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**Question - 45:**

Describe your vision of your perfect dream job?

**Ans:**

Ideally, the role you're applying for either is that dream job or will help you get to it. If it's going to help you get there, describe the elements of that job role that you are passionate about so that it ties to the vision of what your dream job is. Be honest and talk about the type of work environment, management team / leadership, coworkers, culture, vision and products/services you'd like your dream job to entail.

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**Question - 46:**

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 - 47:**

How do you keep each member of the team involved and motivated?

**Ans:**

Many managers mistakenly think that money is the prime motivator for their employees. However, according to surveys by several different companies, money is consistently ranked five or lower by most employees. So if money is not the best way to motivate your team, what is?

Employees' three most important issues according to employees are:

- \* Respect
- \* A sense of accomplishment
- \* Recognition

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**Question - 48:**

What's a time you exercised leadership?

**Ans:**

Depending on what's more important for the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable." Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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**Question - 49:**

Do you have good computer skills?

**Ans:**

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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**Question - 50:**

Explain an idea that you have had and have then implemented in practice?

**Ans:**

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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**Question - 51:**

How do you think I rate as an interviewer?

**Ans:**

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day.

I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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**Question - 52:**

What problems have you encountered at work?

**Ans:**

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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**Question - 53:**

What would you like to have accomplished by the end of your career?

**Ans:**

Think of 3 major achievements that you'd like to accomplish in your job when all is said and done - and think BIG. You want to show you expect to be a major contributor at the company. It could be creating a revolutionary new product, it could be implementing a new effective way of marketing, etc.

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**Question - 54:**

Explain an occasion when you had to adapt in the face of a difficult situation?



**Ans:**

One of the most useful interview tactics is to remain positive about your work and achievements. This question lets the candidate draw on their own personal history to show how they have been positive and successful in the face of difficulties. Choose a specific occasion to describe, rather than dealing with generic platitudes.

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**Question - 55:**

Why should we hire you as this position As Service Agent?

**Ans:**

This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player.

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**Question - 56:**

Describe a typical work week for this position As Service Agent?

**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 Service Agent 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 - 57:**

How do you handle stressful situations?

**Ans:**

By remaining calm, weighing out all my options and executing a plan to get the situation resolve .

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**Question - 58:**

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 - 59:**

What's the most rewarding work you've ever done and why?

**Ans:**

Companies love it when you discuss how you've made an impact on your teammates, clients, or partners in the business or in school. It should be rewarding because of the hard work and creative process that you've put into it.

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**Question - 60:**

What kind of salary do you need As Service Agent?

**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 - 61:**

What is your biggest achievement?

**Ans:**

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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**Question - 62:**

How good are you at problem solving?

**Ans:**

Describe the problem first and then discuss how you were able to fix it.

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**Question - 63:**



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 - 64:**

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 - 65:**

How would you observe the level of motivation of your subordinates?

**Ans:**

Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory role.

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**Question - 66:**

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 - 67:**

Explain me about a time when you reached a goal within a tight deadline?

**Ans:**

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

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**Question - 68:**

What do you think we could do better or differently?

**Ans:**

This is a common one at startups. Hiring managers want to know that you not only have some background on the company, but that you're able to think critically about it and come to the table with new ideas. So, come with new ideas! What new features would you love to see? How could the company increase conversions? How could customer service be improved? You don't need to have the company's four-year strategy figured out, but do share your thoughts, and more importantly, show how your interests and expertise would lend themselves to the job.

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**Question - 69:**

Have you got any questions?

**Ans:**

This is your final opportunity to persuade the interviewer that you are the right candidate for the job. Now is not the time to ask questions about holidays, pay or pensions - all these things can be asked later when you get an offer of employment. Now is the time to ask about any reservations that the interviewer may have about your suitability for the role. You will then give yourself one last chance to persuade the interviewer that you are the right candidate for the job.

Example Thank you. I think we have covered everything. Before we finish the interview I would like to take the opportunity to ask if you have any reservations about my suitability for this role?

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**Question - 70:**

Describe to me the position As Service Agent you're applying for?

**Ans:**

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

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**Question - 71:**

Explain me about your experience working in this field As Service Agent?



**Ans:**

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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