

# **Bank Customer Service Representative Job Interview Questions And Answers**



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## About Interview Questions Answers

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

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# Bank Customer Service Representative Interview Questions And Answers Guide.

## Question - 1:

Why was there a gap in your employment As Bank Customer Service Representative?

### Ans:

If you were unemployed for a period of time, be direct and to the point about what you've been up to (and hopefully, that's a litany of impressive volunteer and other mind-enriching activities, like blogging or taking classes). Then, steer the conversation toward how you will do the job and contribute to the organization: "I decided to take a break at the time, but today I'm ready to contribute to this organization in the following ways."

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## Question - 2:

What critical component of this position As Bank Customer Service Representative makes the work challenging?

### Ans:

Heading information: This should include job title, pay grade or range, reporting relationship (by position, not individual), hours or shifts, and the likelihood of overtime or weekend work.

Summary objective of the job: List the general responsibilities and descriptions of key tasks and their purpose, relationships with customers, coworkers, and others, and the results expected of incumbent employees.

Qualifications: State the education, experience, training, and technical skills necessary for entry into this job.

Special demands: This should include any extraordinary conditions applicable to the job As Bank Customer Service Representative (for example, heavy lifting, exposure to temperature extremes, prolonged standing, or travel).

Job duties and responsibilities: Only two features of job responsibility are important: identifying tasks that comprise about 90 to 95 percent of the work done and listing tasks in order of the time consumed (or, sometimes, in order of importance).

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## Question - 3:

What is your greatest strength As Bank Customer Service Representative?

### Ans:

This is your time to shine. Just remember the interviewer is looking for work related strengths As Bank Customer Service Representative. Mention a number of them such as being a good motivator, problem solver, performing well under pressure, being loyal, having a positive attitude, eager to learn, taking initiative, and attention to detail. Whichever you go for, be prepared to give examples that illustrate this particular skill.

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## Question - 4:

Name five characteristics that describe you?

### Ans:

Here are a few you could choose from:

Hard working, strong willed, persistent, intelligent, adept, amicable, friendly, collaborative, eager, humble.

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## Question - 5:

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 - 6:



What is your typical way of dealing with conflict? Give me an example?

**Ans:**

First, find out what the root of the problem is. Second, determine the best steps to remediation with the best possible outcome. Third, take action to put remediation plans in place.

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**Question - 7:**

Tell me about yourself?

**Ans:**

There are some questions that your potential employer aren't allowed to ask (but trust me, they probably want to). For instance, they shouldn't really ask about your family or how far away you live from your potential place of employment. If you can find a way to answer these questions anyway (with the answers they want to hear), that will give them a little added info to help them make the (right) decision!

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**Question - 8:**

You are not given the tools you need to be successful. How would you change that As Bank Customer Service Representative?

**Ans:**

State a business case to your manager / leader as to why you need the tools and make the request for them.

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**Question - 9:**

Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation? What obstacles or difficulties did you face? How did you deal with them?

**Ans:**

First, the key is to state the differences in personality to give the interviewer some background. Second, you want to discuss how that was affecting the situation. Third, show how you were able to adapt to the way the person wanted to be communicated with to achieve your goals

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**Question - 10:**

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 - 11:**

What are your greatest professional strengths As Bank Customer Service Representative?

**Ans:**

When answering this question, we recommends being accurate (share your true strengths, not those you think the interviewer wants to hear); relevant (choose your strengths that are most targeted to this particular position As Bank Customer Service Representative); and specific (for example, instead of "people skills," choose "persuasive communication" or "relationship building"). Then, follow up with an example of how you've demonstrated these traits in a professional setting.

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**Question - 12:**

Can you tell me a little about yourself?

**Ans:**

This question seems simple, so many people fail to prepare for it, but it's crucial. Here's the deal: Don't give your complete employment (or personal) history As Bank Customer Service Representative. Instead give a pitch-one that's concise and compelling and that shows exactly why you're the right fit for the job. Start off with the 2-3 specific accomplishments or experiences that you most want the interviewer to know about, then wrap up talking about how that prior experience has positioned you for this specific role.

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**Question - 13:**

You have a project due in one hour but a more important emergency that affects business needs to be fixed immediately, what do you do?

**Ans:**

Focus on the issue that impacts the business most first.

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**Question - 14:**

What do you expect from this job As Bank Customer Service Representative?

**Ans:**

Talk about the potential career development, your career aspirations, your work relationships and the learning you'll receive.

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**Question - 15:**

Tell me about a time when you had to use your presentation skills to influence someone's opinion As Bank Customer Service Representative?

**Ans:**

Example stories could be a class project, an internal meeting presentation, or a customer facing presentation.

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**Question - 16:**

What's the last book you read?

**Ans:**

Try to talk about a book related to the industry, for example, if you're applying for a role related to business, cite a business book.

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**Question - 17:**

Do you think you are overqualified for this position As Bank Customer Service Representative?

**Ans:**

No matter your previous job experience or educational background, be sure to tell the interviewer you have the knowledge and skills to successfully execute the job responsibilities.

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**Question - 18:**

Tell me about the most fun you have had on the job?

**Ans:**

When answering this question, discuss situations where you completed tasks benefitting your previous employers.

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**Question - 19:**

What are your strengths As Bank Customer Service Representative?

**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 Bank Customer Service Representative 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 - 20:**

Who has been an inspiration for you?

**Ans:**

Cite your role models (possible examples could be your parents, people successful in the industry, world leaders, etc)

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**Question - 21:**

What five words would describe you as Bank Customer Service Representative?

**Ans:**

The hiring manager requests this of you because she wants to know more about your individual personality. This list can reveal a lot to her about who you are and how you might fit into the workplace. Your answer also gives the manager an indication of your self-perception, which is a good indicator of the type of employee you will be.

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**Question - 22:**

Explain what are your weaknesses As Bank Customer Service Representative?

**Ans:**

Red flags: This is the peanut butter to the previous question's jelly. Again, everyone should expect it, so it's a bad sign if someone seems totally unprepared, or gives a stock answer like, "I'm a perfectionist." Also, of course, candidates crazy enough to blurt out some horrible personality trait should go in the red flagged pile.

Good answer: Candidates should talk about a real weakness they've been working on improving. For instance, they're not good at public speaking, but they've been taking a course to help them improve. Or maybe they feel that they're easily distracted when working online, but have installed software that helps them stay on task. Answers like these show a desire for improvement, self awareness and discipline.

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**Question - 23:**

Are you currently looking at other job opportunities?

**Ans:**

Just answer this question honestly. Sometime an employer wants to know if there are other companies you're considering so that they can determine how serious you are about the industry, they're company and find out if you're in demand. Don't spend a lot of time on this question; just try to stay focused on the job you're



interviewing for.

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**Question - 24:**

What did you dislike about your old job?

**Ans:**

Try to avoid any pin point, like never say "I did not like my manager or I did not like environment or I did not like team" Never use negative terminology. Try to keep focus on every thing was good As Bank Customer Service Representative, I just wanted to make change for proper growth.

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**Question - 25:**

Are you able to relocate if required?

**Ans:**

Be completely honest and thoughtful with this one. You don't want to wake up one to find out that you're moving to a new city or state and it may be a major factor in your eligibility for employment. But again, if you don't want to move then the job probably isn't for you.

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**Question - 26:**

How long do you want to work for us if we hire you?

**Ans:**

Here being specific is probably not the best approach. You may consider responding, "I hope a very long time." Or "As long as we're both happy with my performance."

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**Question - 27:**

How have you achieved your success?

**Ans:**

Discuss stories of how you've progressed over the years to achieve success. People relate best to stories.

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**Question - 28:**

What have you done to prepare yourself to be a supervisor?

**Ans:**

1. Learn from current supervisors (best practices)
2. Mentor others
3. Be exceptionally good at your current job so that it builds your credibility
4. Have a high emotional IQ

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**Question - 29:**

Why do you feel you will excel at this job?

**Ans:**

This question presents an excellent opportunity for you to discuss your education, qualifications and personal traits. You might say something like "I studied property management as well as behavior during my college years and I have two years' experience in real estate.

I can gauge the homes or apartments in which clients will be interested based solely upon the needs of their families. Finally, my organizational skills will allow me to schedule appointments or showings confidently and arrive for them punctually." This shows your interviewer that you have all of the skills necessary to become successful not only for yourself, but also for your employer.

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**Question - 30:**

What are your salary requirements As Bank Customer Service Representative?

**Ans:**

The #1 rule of answering this question is doing your research on what you should be paid by using site like Global Guideline. You'll likely come up with a range, and we recommend stating the highest number in that range that applies, based on your experience, education, and skills. Then, make sure the hiring manager knows that you're flexible. You're communicating that you know your skills are valuable, but that you want the job and are willing to negotiate.

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**Question - 31:**

Do you have good manners? What types of people need to be treated with good manners?

**Ans:**

You should have good manners. Everyone should be treated with courtesy and respect.

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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 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 - 34:**

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 - 35:**

Can you perform Internet research? Please describe to me your steps in doing so?

**Ans:**

Internet research can entail Google searches, industry sites, news articles, social networks and company websites.

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**Question - 36:**

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 - 37:**

What makes a product successful?

**Ans:**

Basing on the monetization, these questions give you the chance to prove your personal try. Do not show extremely your optimism and pursue the unreality. Give your answers the reality.

It is useful to predict a five to ten- year- scenario of expectations in order to gain your targets that you set up and it is the period of time to see how your plans and targets are performed.

Therefore, the quality of the product and marketability of the mentioned industry need to be highlighted. This will help you to achieve the interviewer's attention and insurance to you personality and you can get the honest and long- term goals.

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**Question - 38:**

How articulate are you in expressing your ideas?

**Ans:**

One of the best ways to answer this question is clearly articulate three points that demonstrate how articulate you are (and in a sense show that in a live setting) - for example: "I would say I'm articulate because one, I typically gather my thoughts before speaking, two, I organize my thoughts well, and three I'm concise when making a point.

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**Question - 39:**

Where do you see yourself in 5 years with your career?

**Ans:**

Be sure to paint a clear picture of your career vision that demonstrates your aspirations and goals that are realistic. This could emphasize increased responsibility, the ability to manage people and so forth



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**Question - 40:**

Describe a time when you've been overwhelmed with work?

**Ans:**

Show how you were able to over the "overwhelmed" feeling - by delegating tasks, getting people on your team to help you out, or by prioritizing your work and focusing on the most important issues first As Bank Customer Service Representative.

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**Question - 41:**

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 - 42:**

What is your perception of taking on risk?

**Ans:**

Your answer depends on the type of company you're interviewing for. If it's a start up, you need to be much more open to taking on risk. If it's a more established company, calculated risks to increase / improve the business or minimal risks would typically be more in line.

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**Question - 43:**

How important is the vision of the company to you?

**Ans:**

It should be very important if you want a long standing career. Remember, you're investing your time, energy and earnings potential into a company so you want to make sure it's a sustainably successful company that will grow with you over the long haul.

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**Question - 44:**

Describe what a bad work environment would look like to you As Bank Customer Service Representative?

**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 - 45:**

Why were you fired?

**Ans:**

OK, if you get the admittedly much tougher follow-up question as to why you were let go (and the truth isn't exactly pretty), your best bet is to be honest (the job-seeking world is small, after all). But it doesn't have to be a deal-breaker. Share how you've grown and how you approach your job and life now as a result. If you can position the learning experience as an advantage for this next job, even better.

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**Question - 46:**

In what areas do you think you will need guidance?

**Ans:**

Think about what you need to learn going into the job. Skill sets, industry knowledge, relationship building, team dynamics. Which areas are ones you're lacking?

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**Question - 47:**

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 - 48:**

How do you deal with pressure or stressful situations?

**Ans:**

Choose an answer that shows that you can meet a stressful situation head-on in a productive, positive manner and let nothing stop you from accomplishing your goals.



A great approach is to talk through your go-to stress-reduction tactics (making the world's greatest to-do list, stopping to take 10 deep breaths), and then share an example of a stressful situation you navigated with ease.

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**Question - 49:**

What is the most important quality a supervisor should have?

**Ans:**

The ability to inspire / lead a team towards one common vision.

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**Question - 50:**

What are you most proud of?

**Ans:**

You should be proud of all your achievements As Bank Customer Service Representative! We just don't have time to hear them all as interviewers most likely. Focus on 1 really good achievement that showcases characteristics like the following: Integrity, competitiveness, resourcefulness, intelligence, persistence, and so forth.

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**Question - 51:**

Are You a 'People' Person?

**Ans:**

Although it may be phrased a little differently, the gist of this question is clear:

Do you like being around people? If you don't, being a medical assistant isn't a good fit for you. After all, you'll be working directly with patients throughout the day. It helps a lot if you sincerely like interacting with them. While answering this question, make sure to mention that you like helping people too. This will drive home the point that you are a talented medical assistant and would be a valuable part of the team As Bank Customer Service Representative.

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**Question - 52:**

What skills do you bring to the table?

**Ans:**

Think of your skill sets with regards to: analytical skills, interpersonal skills, communication skills, computer skills, presentation skills, management skills, sales skills and so forth.

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**Question - 53:**

Why are you leaving your current job?

**Ans:**

This is a toughie, but one you can be sure you'll be asked. Definitely keep things positive-you have nothing to gain by being negative about your past employers. Instead, frame things in a way that shows that you're eager to take on new opportunities and that the role you're interviewing for is a better fit for you than your current or last position. For example, "I'd really love to be part of product development from beginning to end, and I know I'd have that opportunity here." And if you were let go? Keep it simple: "Unfortunately, I was let go," is a totally OK answer.

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**Question - 54:**

What aspect of supervision do you find the most difficult?

**Ans:**

Managing different personalities and keeping them focused on the goal at hand.

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**Question - 55:**

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 - 56:**

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 - 57:**

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 - 58:**

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 - 59:**

Why do you want to work As Bank Customer Service Representative for this organisation?

**Ans:**

Being unfamiliar with the organisation will spoil your chances with 75% of interviewers, according to one survey, so take this chance to show you have done your preparation and know the company inside and out. You will now have the chance to demonstrate that you've done your research, so reply mentioning all the positive things you have found out about the organisation and its sector etc. This means you'll have an enjoyable work environment and stability of employment etc - everything that brings out the best in you.

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**Question - 60:**

Do you like to start personal relationships with other employees?

**Ans:**

Well, the right answer is yes and no. Good personal relations can improve the overall performance of a team. But on the other hand, you should not let your emotions to affect your decisions in work.

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**Question - 61:**

Are you planning to continue your studies and training As Bank Customer Service Representative?

**Ans:**

If asked about plans for continued education, companies typically look for applicants to tie independent goals with the aims of the employer. Interviewers consistently want to see motivation to learn and improve. Continuing education shows such desires, especially when potentials display interests in academia potentially benefiting the company.

Answering in terms of "I plan on continuing my studies in the technology field," when offered a question from a technology firm makes sense. Tailor answers about continued studies specific to desired job fields. Show interest in the industry and a desire to work long-term in said industry. Keep answers short and to the point, avoiding diatribes causing candidates to appear insincere.

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**Question - 62:**

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 - 63:**

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 - 64:**

How do you ensure all of your work gets accomplished in a productive manner?

**Ans:**

The key is to prioritize what's important in your work and to stay organized to accomplish the tasks. A strong work ethic also helps.

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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:**

Are you aggressive?

**Ans:**

If you are, describe it through a story / experience that you had. If you aren't, then explain why you're not. If the job role asks for you to be aggressive/not aggressive and you're the opposite of it, explain how you would develop that characteristic.

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**Question - 67:**

Give an example of a time you successfully worked As Bank Customer Service Representative on a team?

**Ans:**

On the whole I prefer to stick to doing what I'm told rather than setting myself up to fail by doing things off my own bat. But there was this one time when I suggested to my boss at the pizza parlor that she try offering an 'all you can eat' deal to students to boost trade on Mondays. She thought it was an interesting idea but nothing ever came of it.

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**Question - 68:**

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 - 69:**

What do you know about this department?

**Ans:**

One good way to find out about the department is to try to "informally" interview the existing employees over coffee (outside of the office) if possible. It's hard if you don't have any connections there, but if you do a great way to learn about it. Other than that, it's often hard to learn about the department so you can turn the table back on them by asking questions to learn about it.

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**Question - 70:**

What would your first 30, 60, or 90 days look like in this role As Bank Customer Service Representative?

**Ans:**

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.

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**Question - 71:**

What was the biggest professional risk you have taken and what was the outcome?

**Ans:**

First discuss how you weighed the pros and cons of the risk and the results you'd believe you could achieve. Then discuss the action plan you put into place for it and outline that step by step. Then discuss the outcome and if it wasn't optimal talk about what you would do differently in hindsight.

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**Question - 72:**

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 - 73:**

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 - 74:**

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 - 75:**

What is your desired salary As Bank Customer Service Representative?

**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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**Question - 76:**

What techniques and tools do you use to keep yourself organized As Bank Customer Service Representative?

**Ans:**

Utilizing a calendar, having a notebook with your "to do" list, focusing on your top 3 priorities each and every day, utilizing a systematic way of storing documents on your computer (like box.net)

[View All Answers](#)

**Question - 77:**

What's a time you exercised leadership?

**Ans:**

Depending on what's more important for the 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 - 78:**

How would you motivate your team members to produce the best possible results?

**Ans:**

Trying to create competitive atmosphere, trying to motivate the team as a whole, organizing team building activities, building good relationships amongst people.

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**Question - 79:**

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 - 80:**

Tell me the difference between good and exceptional?

**Ans:**

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

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