

# Japanese Customer Service Job Interview Questions And Answers



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# Japanese Customer Service Interview Questions And Answers Guide.

## Question - 1:

Explain yourself in one line?

### Ans:

When you respond, keep in mind the type of position you are interviewing for like Japanese Customer Service based job, the company culture, and the work environment. Your answer should help show the interviewer why you're a match for the job and for the company.

Sample answers are:

- \* I'm a people person. I really enjoy meeting and working with a lot of different people.
- \* I'm a perfectionist. I pay attention to all the details, and like to be sure that everything is just right.
- \* I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best.
- \* I'm efficient and highly organized. This enables me to be as productive as possible on the job.
- \* I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner.

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## Question - 2:

How do you handle confidentiality in your work?

### Ans:

Often, interviewers will ask questions to find out the level of technical knowledge In Japanese Customer Service 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 - 3:

What critical component of this position In Japanese Customer Service 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 In Japanese Customer Service (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 - 4:

What is your biggest weakness In Japanese Customer Service?

### 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 In Japanese Customer Service 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 - 5:

What's your dream job?

### Ans:

Along similar lines, the interviewer wants to uncover whether this position In Japanese Customer Service is really in line with your ultimate career goals. While "an



GGL star" might get you a few laughs, a better bet is to talk about your goals and ambitions-and why this job will get you closer to them.

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### Question - 6:

What's your management style?

#### Ans:

The best managers are strong but flexible, and that's exactly what you want to show off in your answer. (Think something like, "While every situation and every team member requires a bit of a different strategy, I tend to approach my employee relationships as a coach...") Then, share a couple of your best managerial moments, like when you grew your team from five to 15 or coached an underperforming employee to become the company's top employee.

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### Question - 7:

Where do you see your career in five years In Japanese Customer Service?

#### Ans:

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company In Japanese Customer Service.

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### Question - 8:

How did you handle meeting a tight deadline In Japanese Customer Service?

#### Ans:

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

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### Question - 9:

How do you imagine a typical day of an employee in our company In Japanese Customer Service?

#### Ans:

Just do not say that you imagine to only walk and watch what people do. Rather try to show them your attention to details and proactive attitude to job. Mention that you would try to observe the problems, weaknesses as well as opportunities to improve the results and take measures according to it.

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### Question - 10:

How would you be an asset to us In Japanese Customer Service?

#### Ans:

Think again about the job specification and the skills needed for this role In Japanese Customer Service. Have a paragraph prepared highlighting how you will be able to do the job and what you can bring to the team. It goes without saying that this paragraph should be positive.

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### Question - 11:

How would you describe your approach to Japanese Customer Service?

#### 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 - 12:

Suppose there are three light switches outside a room. Inside is a single light bulb, controlled by one of the three switches. You need to determine which switch operates the bulb. You can turn the switches on and off as many times as you wish (they are all off to begin with), but may only enter the room once. There is no one there to help you. The door to the room is closed, and there are no windows, so you cannot see inside. How can you discover which switch operates the bulb?

#### Ans:

Do the following steps:

\* 1. Turn ON two switches, and leave one OFF.

\* 2. Wait a few minutes.

\* 3. Turn one switch from ON to OFF. One is now ON and two are OFF

\* 4. Enter the room. - If the light is ON, it is controlled by the switch you left ON. - If the light bulb is OFF, touch it. If it is warm it is controlled by the switch you turned ON and OFF. If it is cold, it is controlled by the switch you never turned on.

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### Question - 13:

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 - 14:

What was the most difficult employee situation you found yourself In Japanese Customer Service? 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 - 15:

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 - 16:

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 - 17:

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 - 18:

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 - 19:

Tell me something about your family background?

#### Ans:

First, always feel proud while discussing about your family background. Just simple share the details with the things that how they influenced you to work in an airline field.

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### Question - 20:

What are your salary expectations In Japanese Customer Service?

#### 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 - 21:

What do you think is your greatest weakness?

#### Ans:

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist."



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### Question - 22:

What is your greatest weakness In Japanese Customer Service? What are you doing to improve it?

#### Ans:

I believe my biggest weakness In Japanese Customer Service is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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### Question - 23:

What kind of salary do you need In Japanese Customer Service?

#### 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 - 24:

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 - 25:

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 - 26:

What was the most important task you ever had?

#### Ans:

There are two common answers to this question that do little to impress recruiters:

\* 'I got a 2.1'

\* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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### Question - 27:

What relevant work experience do you have in this career field In Japanese Customer Service?

#### Ans:

Talk about specific work related experience for the position you're interviewing for. Make sure the experience is relevant. Don't talk about previous experience that is not related to the position in question. If you don't have specific career related experience speak about prior experience that has helped you develop the specific knowledge and skills required for the position you are applying for.

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### Question - 28:

Do you consider yourself successful?

#### Ans:

You should always answer yes to this question. Briefly explain why without going on and on. If you communicate that you're more successful than you really are you may come off as arrogant or unrealistic. A goof explanation is that you have set professional goals and that you have met some of these goals and are on track to meet more in the near future.

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### Question - 29:

Did the salary we offer attract you to this job?

#### Ans:



The interviewer could be asking you this question for a number of reasons. Obviously, the salary is an important factor to your interest in this job, but it should not be the overriding reason for your interest. A good answer to this question is, "The salary was very attractive, but the job itself is what was most attractive to me."

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### Question - 30:

How well do you perform under pressure?

#### Ans:

This is a fair question, as potential employers want to know if you're going to be able to get the job done even when things get a little bit stressful. You may say that you thrive under pressure or that you're able to get the job done even when things get a little bit stressful, just make sure to provide some real world examples of your ability to work under pressure in a prior job.

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### Question - 31:

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 - 32:

How do you propose to compensate for your lack of experience?

#### Ans:

The first thing you should do is discuss experience you have the interviewer is unfamiliar with. Once that is detailed, tell the person conducting the interview that you are able to learn new tasks and information in a reasonable period of time and possess a strong work ethic. However, only state this if you can live up to these expectations.

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### Question - 33:

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 - 34:

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 - 35:

Explain what are your strengths In Japanese Customer Service?

#### Ans:

Bad Answer: Candidate is unprepared for question or only gives generic answers.

This is the most common job interview question - everybody should be expecting it. If they don't seem prepared, or give a fairly stock answer, it's probably a bad sign.

Good answer: The consensus is to go for quality, not quantity here. Candidates should give a short list of strengths, and back each one up with examples that illustrate the strength. Also, they should explain how these strengths will be useful in the job you're applying for, and use this question to say something interesting about themselves.

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### Question - 36:

Top 11 Interview Questions to Ask when Emotional Intelligence Matters In Japanese Customer Service:

#### Ans:

Emotional intelligence, or EQ, has come into vogue as a good trait to hire for.

EQ is the ability to use emotional information to guide thinking and behavior, to recognize other people's emotions and your own, and to discriminate between different feelings and label them appropriately.

EQ is considered essential to help teams function well. Here are some of the top questions for help you get an idea of how candidates perceive their emotions and those of others.

1. If you started a company today, what would its top values be?
2. Who inspires you? Why?
3. How could you create more balance in your life?
4. What makes you angry?
5. How do you have fun?
6. How good are you at asking for help?
7. How did you deal with a bad day?



8. What's something you're really proud of? Why?
9. Tell me about a time when your mood altered your performance (positively or negatively).
10. Has there ever been a time when you felt you needed to change your behavior at work? How did you do it?
11. Did you create friendships that lasted while working at a previous job?

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**Question - 37:**

Your client is upset with you for a mistake you made, how do you react?

**Ans:**

Acknowledge their pain - empathize with them. Then apologize and offer a solution to fix the mistake.

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**Question - 38:**

Tell me about a time when you had to make a decision without all the information you needed. How did you handle it In Japanese Customer Service? Why? Were you happy with the outcome?

**Ans:**

In many scenarios, you will not have all the information needed. The key is to make the best possible decision based on what you deem to be a sufficient amount of information.

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**Question - 39:**

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 - 40:**

What did you major in and why?

**Ans:**

Tell them your major and the motivations behind why you chose it and how it's helped to prep you for this potential job.

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**Question - 41:**

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 - 42:**

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 - 43:**

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 - 44:**

How would you impact the company?

**Ans:**

Consider first the role that you're applying for and then think of 3 ways where you could potentially impact the company's bottom line and top line. Then consider how you impact the company in a creative manner (how do you help productivity, the development of new products, marketing etc - of course this part is specific to the role you're applying for)

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**Question - 45:**

What classes did you enjoy most in college and why?

**Ans:**

Think back to the classes that either resonated with your passion or truly helped you to develop skills that you believe will help you in your career. Talk about those.

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**Question - 46:**

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 - 47:**

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 - 48:**

If you could offer suggestions on how to improve our company, what would you say?

**Ans:**

Examine the trends of the company and also where there may be some weaknesses (news articles often document this on public companies or look at their competitors to see how they're positioning it against them.) Then, once you have that knowledge, think creatively on how you could improve upon that weakness for them.

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**Question - 49:**

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 - 50:**

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 - 51:**

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 - 52:**

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 - 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:**

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 - 55:**

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

**Ans:**

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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**Question - 56:**

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 - 57:**

How well do you multi-task?

**Ans:**

Multi-tasking is an important part of most jobs. You want to show that you're good at it but not overwhelmed with it. So discuss just a few things you can multi-task well on - for example: "I'm good at multi tasking between work email and working on projects In Japanese Customer Service and the reason it because I'm good at prioritizing my work emails.

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**Question - 58:**

If I talked to your three biggest fans, who would they be and why?

**Ans:**

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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**Question - 59:**

What are the goals you've set for yourself?

**Ans:**

You could discuss your goals with regards to these categories: Career goals, impact you want to leave on society, financial goals, academic goals, charitable goals.

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**Question - 60:**

What do you look for in terms of culture -- structured or entrepreneurial?

**Ans:**

A good answer is to discuss the importance of having both elements in a company In Japanese Customer Service. Structure is good to maintain a focus on priorities and making sure people are productive but having an entrepreneurial spirit can help cultivate new ideas that can truly help the company.

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**Question - 61:**

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 In Japanese Customer Service - 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 - 62:**

Was there a person in your career who really made a difference?

**Ans:**

If you can't think of one, you need to get a mentor QUICKLY! Mentors can come in the form of peers, family members, co-workers, management / leaders at a



company and so on.

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**Question - 63:**

Do you think a leader should be feared or liked?

**Ans:**

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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**Question - 64:**

How would you feel about working for someone who knows less than you In Japanese Customer Service?

**Ans:**

The reality is, the majority of the time someone is in a management/leadership position is because of their experience and past success. So they probably possess at least a unique set of knowledge from you. So you'll want to learn from them as much as possible. If it's not the case, then discuss how you would look for mentors in different departments to help your personal career development.

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**Question - 65:**

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 - 66:**

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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**Question - 67:**

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 - 68:**

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 - 69:**

How would you go about establishing your credibility quickly In Japanese Customer Service with the team?

**Ans:**

Fully understand my responsibilities, work hard and exceed expectations, learn as much as possible, help others as much as possible, understand what my teammates' goals and needs are, be on time, and gain a mentor.

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**Question - 70:**

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 - 71:**

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 - 72:**

How do you decide what to delegate and to whom?

**Ans:**

Identify the strengths of your team members and their availability based on the priorities they have on their plate. From there, invest the tasks upon each member based on where you think you'll get the best return.

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**Question - 73:**

Tell me about a decision you made recently and how you reached it In Japanese Customer Service?

**Ans:**

The key is to show that you put a lot of thought (weighing out the pros and cons) but were able to be decisive. Be sure to explain your logic in arriving at the decision.

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**Question - 74:**

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 - 75:**

How do you define arrogance? Are you arrogant?

**Ans:**

Arrogance is having an attitude of superiority beyond reason. Confidence is believing in yourself without being cocky. You should not be arrogant.

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**Question - 76:**

What role are you ready to take in a group?

**Ans:**

Ideally, you want to take on the role you're interviewing for, but you want to be flexible with your responsibilities In Japanese Customer Service if there are any changes.

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**Question - 77:**

How do you keep others informed on work issues?

**Ans:**

Possible methods:

Talking to them, emailing them, sharing best practices in meetings

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