

# Customer Service Interview Questions And Answers Guide.



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## Customer Service Job Interview Preparation Guide.

### Question # 1

Please tell me what is a customer service?

#### Answer:-

The assistance and advice provided by a company to those people who buy or use its products or services is called customer service.

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### Question # 2

Do you know why do customers shop at this store?

#### Answer:-

People shop here because the selection of merchandise is extensive and the quality is excellent. The associates are always helpful and friendly. I would love the opportunity to be a part of such a well run organization.

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### Question # 3

Tell me what would you do if a customer complains that the coffee tastes terrible?

#### Answer:-

I would take her complaint seriously. I would take some from the dispenser that hers came from and smell and taste it. If it seemed off, I would make a fresh brew. If it seemed fine, I would offer her the option of trying another brew, as this one may not have been to her taste.

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### Question # 4

What does a good customer service mean?

#### Answer:-

Good customer service means having thorough knowledge of your inventory, experience with your products and being able to help customers make the best choices for them.

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### Question # 5

What will be your answer to the customers if the credit card machine is broken?

#### Answer:-

We also take cash and checks, and there is an ATM on the corner. I am sorry for the inconvenience but if you would like, I can hold the merchandise while you go to the ATM.

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### Question # 6

Will you accept if a customer wants to pay for \$15 worth of merchandise in quarters?

#### Answer:-

I would prefer taking at least some of it rolled, so it would not overflow the register. Having extra change, especially quarters is not usually a burden.

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### Question # 7

Can you tell me which is most important a good product or fast service?

#### Answer:-

Both are extremely important. A good product is essential but without the customer service to back it up, there is no reason for someone to buy it here as opposed to somewhere else or on line.



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### **Question # 8**

What would you do if your duty is over and the replacement worker does not show up?

**Answer:-**

I would call my supervisor to let her/him know and would stay until I was sure the selling floor was covered or I would try calling him to see when he would be coming and I would make arrangements to stay until he arrived.

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### **Question # 9**

How would you define your attitude in customer service?

**Answer:-**

You would like to convey an attitude of willingness to help, friendliness and yet knowledgeable. Demonstrate your capability in handling problems efficiently. This can be done by way of some personal examples.

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### **Question # 10**

Would you create professional relationship with the clients?

**Answer:-**

Clarify that you recognize the necessity of creating a friendly yet professional phone relationship with clients.

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### **Question # 11**

Can you tell me what would you do if a customer leaves without paying for gas?

**Answer:-**

Hopefully I would have seen the license plate and we could find who they are and remind them that they forgot to pay. It is possible that it was an honest error and that the customer will return on his own to pay the bill.

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### **Question # 12**

Tell me what would you do if a customer wants to return a package of food that is open and half gone?

**Answer:-**

Clearly, this is a delicate judgement call. Generally speaking, I would take the package back and replace it with another, unless I was certain that the customer was really trying to take advantage of the situation. Sometimes taking a small loss can pay off in customer loyalty.

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### **Question # 13**

How would you define the face of the company?

**Answer:-**

You believe in presenting a well-mannered, well-meaning and intelligent face of your company to the caller.

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### **Question # 14**

Tell me about your experiences?

**Answer:-**

Be prepared to give relevant facts and information about your previous jobs and any customer service experience. Make sure that your facts and figures are correct. This is the most important aspect of the customer service interview.

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### **Question # 15**

Tell me about your qualifications for customer service representative?

**Answer:-**

Mention educational qualification, including high-school diploma or higher or any professional coursework. Also specify any relevant job skills such as written and verbal communication expertise, ability to type efficiently, professional demeanor and strong work ethics.

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### **Question # 16**

Tell me do you have any sales experience?

**Answer:-**

The ability to negotiate and sell products may be an important part of the job. If so, mention any experience with selling, telemarketing and promotions.

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### **Question # 17**

Do you think you have strong communication skills?

#### **Answer:-**

You can relate success stories and any interesting interactions you had with clients, especially if it portrays good customer service skills. Explain how you have solved problems and created positive relationships with customers.

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### **Question # 18**

Tell me do you have experience answering phones, handling requests?

#### **Answer:-**

Talk about relevant experience, even if it was not a telephone service. Mention any job related to serving customers and interacting with clients. Speak about your ability to communicate with many customers each day while maintaining composure under a heavy workload and time pressure.

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### **Question # 19**

Will you be able work in a computerized environment as customer service representative?

#### **Answer:-**

Describe your ability to work with Microsoft Office or other relevant programs and any computer experience, such as placing orders in the company computer or saving digital records of services and closed deals.

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### **Question # 20**

Tell me do you think you are successful over the phone as a customer service representative?

#### **Answer:-**

Mention profitable product sales, positive/fruitful customer instruction, customer care with patience and any communication which leads to improved customer service or a sale.

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### **Question # 21**

Do you think you are good at interacting with people?

#### **Answer:-**

Describe your style. Put your best foot forward if applicable, use words such as friendly, enthusiastic, informed, quick, patient and lucid. These are just some of the commonly asked interview questions for customer service representatives.

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### **Question # 22**

How important is customer satisfaction to you?

#### **Answer:-**

It means that how you should have to do in order to deal with customers in a proper or positive way. Each customer has different preference or demand so the key task of a customer service employee is what he/she must make for a variety of customers to understand that they are also take care of their problem. In order to penetrate into customer's psychology and preference, you need to create customer care service and assist him/her in accordance with their requirement and satisfaction.

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### **Question # 23**

Tell me how would you handle complaints as a customer service representative?

#### **Answer:-**

The customer's complaint about goods or services needs to follow the specific policies and formalities. In order to make customers understand the process, I take them into each part and interpret clearly these guidelines. I do not show any ideas on the result of the complaint. This is the strict book method and it is the unique truly exact response. No ideas are suitable in such situation.

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### **Question # 24**

Can you please tell me about a routine day of a customer service representative?

#### **Answer:-**

List whatever tasks you perform each day. Some of these may be among them:

Answering requests, responding to calls, maintaining and updating records, providing service information, dealing with misapplied payments and billing.

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### **Question # 25**

What would you do to get things moving when there is so much of traffic of customers and more coming in?

#### **Answer:-**

I build a quick line system, one line will helps anybody with jobs that can be done fast, while the other one for slower moving customer matters. One or two people



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are appointed to solve the customer's issues. That decreases the numbers and pushes the difficult jobs faster. Quick service should be given to customers. A long waiting line is the good basic for getting complaint. The demand for efficient time frames is realized in the good customer service practice.

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### **Question # 26**

Explain me how would you deal with difficult customers?

**Answer:-**

I listen to the customer and concentrate on the customer's matter. I do not argue or debate over any problems. I find out the useful solution or other effective ideas that are comfortable with the customer. Your track of the business circumstance is expressed in this answer.

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### **Question # 27**

How will you answer accurately to the customers?

**Answer:-**

Explain to the interviewer that you realize that you are the first point of contact for the customer and how very important it is to speak politely, accurately and professionally. Throw in this quote: You never get a second chance to make a first impression.

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### **Question # 28**

What would you do to deny a request from a customer?

**Answer:-**

It is the right time for your diplomacy, characters and calmness to shine. A brilliant basic for your answer is a simple but not a complete explanation. An important thing with all businesses is to be able to keep customer, particularly in the fierce argument so it is best to mention this customer faith.

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### **Question # 29**

How would you handle if you are in a company and the company is not serving the needs of the customers?

**Answer:-**

Base on the quality of the job, you need to understand the products, services and systems and you should observe the actions from both sides, the company's point of view as well as (more important) the customer's.

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### **Question # 30**

Tell me about your career goals in customer service?

**Answer:-**

Levels of career goals:

You are not sure about your goals, then answer:

I'm rather busy with my duties and goals of the Company, as a result, I have not focused much on my long-term personal goals.

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### **Question # 31**

Tell me what are your biggest strengths in customer service?

**Answer:-**

\* Identify which you are good at: Knowledge, Experience, Skills, Abilities.

\* Prepare a list of your strong points.

\* Review the recruitment requirements: You should review carefully the recruitment requirements to know for sure which requirements are the most important to the employer.

\* Make a list of your strong points in your resume/cover letter: List and describe your strong points in your resume and cover letter orderly. You should make descriptions to those points in your resume.

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### **Question # 32**

How would you explain the philosophy of good customer service?

**Answer:-**

My career's philosophy is to take responsibility to keep the customer in good relationship and bringing out a clearly experience for the individual customer by appraising the customer's demands, by satisfying the customer's requests, keeping the promises and listening to the customer's needs.

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### **Question # 33**

How do you advise the customer if a customer does not know what he needs and comes to you for an advice about the product?

**Answer:-**

In order to find out what product characteristic or other demands which the customer requests, I make some related questions. It is usually useful to make a conversation, so you can examine any special requests or preferences. Once I receive that information, I will tell the customer some ideas and show how they satisfy the customer's needs. Customers only have lots of information. This information can come to customers from different sources, and it is normally not able to say



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which product is the one they want. Through the conversation, the customer can express their expectations from the product and up to them, you can give the exact advice.

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### **Question # 34**

How would you handle the negative comments from the angry and frustrated customers?

**Answer:-**

Show your warm, friendly and professional character. Only express it and do not tell your customers about that. Keep it in mind and you should demonstrate your ability in controlling and your power so that you are authorized to make dialogue (while your listening skills are maintained) and you will not be bull dozed or effected by the sentiment of the complainant.

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### **Question # 35**

How would you handle if a co-worker is rude to customers?

**Answer:-**

That would depend on what kind of a rapport I had with him. If I felt comfortable, I would probably mention that being rude is probably going to be bad for him in the long run, since unhappy customers reflect badly on the sales associate. Otherwise, I would mention to the supervisor what I had witnessed and let him handle it.

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### **Question # 36**

A customer walks out without paying for her hair?

**Answer:-**

No Answer is Posted For this Question

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### **Question # 37**

Can you tell me about a time when you did some thing extra, which was not part of the routine activities assigned to you, but you did it for the benefit of the customer?

**Answer:-**

Candidate should want to put in the extra effort to provide better and more complete service to customers.

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### **Question # 38**

How do you handle negative feedback from very angry clients? How do you respond to him/her?

**Answer:-**

Applicant should be able to manage customer complaints without being dominated; should not be over-welmed by a disapproving customer.

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### **Question # 39**

Explain with an example, how would you handle a situation where a customer is asking for something, which is not in the interest of the company or which would violate a policy of the company?

**Answer:-**

Applicant should show that they are able to keep balance between company policy and interest of customers; is cautious enough not to be trapped in the future because of any communication made by him/her with customers.

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### **Question # 40**

You ever felt, during course of your work, that the existing systems and solutions are not sufficient to meet the needs of customers properly and/or that they need to be changed? If so, tell me more.

**Answer:-**

Candidate should show that they take initiatives; capable of changing current systems for the better to improve customer satisfaction.

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### **Question # 41**

Can you explain how you contact or initiate communications with customers?

**Answer:-**

Applicant should appear to have the skills to build a healthy, professional relationship with customers and co-workers; should be enthusiastic to build a larger customer base.

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### **Question # 42**

If you had to turn down a request from a valued client, what would you do?



**Answer:-**

Be well-mannered; try to explain the situation to the client; adhere to company's policies; try to remain reliable to customer.

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