

Customer Service-Related Interview Questions

The following questions should be asked about **every position** the applicant has held, beginning with his/her first job and progressing forward. These questions are designed to highlight the applicant's focus (or lack of focus) on customer service. Added to the questions below will be the talent questions chosen from Figure 7.1. You will, of course, also need to include questions regarding specific skills required for the job.

As the applicant responds to each question below, listen carefully to the focus of the response. Does the applicant focus on the customer service aspects of the job? Are you hearing some of the same themes you heard from your current superstars?

- What were your responsibilities in this job?
- What did you find most enjoyable about the job?
- What did you find least enjoyable about the job?
- What did you learn from the job that may help you in the position you are applying for?
- Tell me about a specific story or occurrence regarding the job that you are particularly proud of.
- Who was your direct supervisor?
 - May we contact him?
 - How can we contact him?*
- What do you feel your immediate supervisor will indicate as your major strengths?
- What do you feel your immediate supervisor will indicate as possible weaknesses?

*If possible, have the applicant arrange the contact. The likelihood of speaking with the direct supervisor is increased if the applicant makes the arrangements.