

These sample interview questions — used by an actual company — are from *How to Hire the Best Service Professionals*, published by the Customer Service Group.

*How to Hire the Best Service Professionals* offers real-world strategies, job descriptions, advertisements, interview questions, and checklists for finding and retaining customer service professionals. For more about the book, [click here](#).

— **Editor**  
***Customer Service Newsletter***  
**www.CustomerServiceGroup.com**

# Sample interview questions from How to Hire the Best Service Professionals

## Interviewee

### Specific

- What excites you about our Company?
- What is your greatest weakness?
- Where do you see yourself 2 years from now?
- What motivates you?

### Attitudes and beliefs

Do you consider yourself to be an enthusiastic person?

Tell me about a recent situation where you were really excited and enthusiastic.

- What was the circumstance?
- What was it that captured your enthusiasm?
- What impact did it have on your results?
- How long did it last?

Tell me about a recent situation where you felt it was important for you to take a stand that was openly critical of your boss or a co-worker.

- What was the situation?
- Why was it so important that you say something?
- What reaction did you get?
- What impact did this have on you?

### Self-motivation

Give me an example of an experience where you felt especially motivated.

- What was the situation?
- What did you find so compelling?
- Have you had this experience at other times?

Tell me about a project where you had to work to your limit to get the job done.

- What was the situation?
- How long did it last?
- In what way were you stretched?
- When did this happen?

### **Stability and persistence**

Describe a recent goal or project at work where you experienced tremendous adversity or where the results were elusive.

- What was your goal?
- What roadblocks did you encounter?
- How did you respond?
- What was the outcome?

### **Maturity and judgment**

Describe a difficult decision you've made on a previous job that required you to exercise judgment or discretion.

- What was the situation?
- In what way did it require judgment or discretion?
- How did you go about making your decision?
- What did you ultimately do?
- What did you learn from the experience?

It is often difficult to keep an open mind when you have strong views or ideas on an issue. Tell me about such an experience.

- What was the issue?
- Why did you feel so strongly?
- How did others react to you?
- Ultimately how was the situation resolved?

### **Aptitude/capacity to learn**

Can you give me an example of something at work at which you have excelled even though you did not work especially hard?

Tell me about an experience on a previous job that required you to learn a new skill or task.

- What was the situation?
- What was your experience in learning?
- How were you able to apply it on the job?
- What was the outcome?

Tell me about where you had to work closely on a team to get the job done.

- What was the situation?
- What role did you play?
- Based on your experiences, what have been the pros and cons of working on a team?
- What did you do to get people working together?

Do you consider yourself a risk-taker? Tell me about something you've done in the past that illustrates your willingness to take risk.

- How did you go about deciding to take the risk?
- What did you learn from this experience?

There are often peak times at work where the load is particularly heavy. Describe an experience you have had working under tremendous pressure.

- When did this happen?
- In what way was the pressure applied?
- How long did it last?
- What was your strategy for coping?

### **Other**

Give me an example of how you have dealt with conflict in the past 12 months.

What achievements are you most proud of?

Describe a significant change in your life and how you dealt with that change.

Give me an example of a project or situation that you were involved in that made you most uncomfortable.

Describe one important thing you did in the past two years that you would do differently given the opportunity.

Describe the greatest instance of conflict that you experienced (a) between you and a subordinate and (b) between you and your boss.

Give me an example of the last time that your actions (personal or business) generated a significant emotional reaction from the person you were interacting with at the time and how did you deal with it?

Describe the two most important (issues, things, relationships) in your life at this time.

Do you and your spouse set goals on an annual basis and can you describe them to me?

Give me an example of how you took an idea (in the face of adversity) and made it happen in the workplace.

Tell me about your most difficult business relationship and how you handled this situation.

Tell me about your greatest accomplishment. Did you lose anything through this experience?

When you are hiring people, tell me what qualities you are looking for (apart from specific technical skills).

Describe the culture/climate/style of the company that you want to work for.

Give me an example of when you and your superior had a confrontation.

Can you give me an example of how you have used conflict to get results?