

Sample Interview Questions



Interview Questions are as easy as 1-2-3!

Customer Focus Questions

- Tell me about the “best” customer service experience that you’ve ever had.
- Tell me about the “worst” customer complaint that you’ve had to deal with.
- Tell me about a time when you went above and beyond the call of duty to take care of a customer.
- Describe your customer service philosophy. Give me an example of how you have instilled this philosophy in your team members.
- What kinds of things have you done to improve customer service?
- On a day-to-day basis, how much of your time is spent in customer service? What are you doing?

Problem-Solving Questions

- Describe the most recent situation when you discovered a problem and took initiative to solve it.
- What’s been the most difficult task you have had to complete? What was your plan to solve it?
- Describe a decision you made in absence of any existing procedures.
- Tell me when you corrected a small problem before it became a big one.
- Walk me through a situation in which you had to do research and analyze the results to solve a problem.
- In your current position, what information are you required to analyze? Tell me about the last time this analysis indicated a problem. What did you do?
- What was the most difficult decision you had to make in the last year?
- In your current work environment, what is the one issue that keeps coming up? What have you done to solve it?

Sample Interview Questions

Drive for Results

- What was the last project that you worked on that did not work out the way you wanted? Why? What did you do?
- Tell me about the work situation in which you were the most persuasive.
- Describe a situation in which you were most effective in achieving a very aggressive goal.
- Tell me about the most significant project/assignment you successfully completed, even though it was very difficult.
- Describe your best example of taking initiative on something that needed to be done, even though it wasn't really your responsibility.
- Do you have the opportunity to be competitive at work? What kinds of things do you do to make sure that your work group comes out number one?
- Tell me about your biggest failure. Why did it happen? What would you have done differently?

Teamwork

- Describe a situation where you helped a peer or co-worker achieve a better result.
- Tell me about a time when you got the team back on track and focused on completing a task.
- Describe a situation where you wished you'd acted differently with someone in your work group. What happened?
- Tell me when you had difficulty getting along with a co-worker or supervisor?
- When do you know that you are pushing team members or a group too hard? Tell me about a time when you pushed too hard.
- Tell me about a new program or procedure you wanted your team to use. How did you get their commitment?
- Have you ever been in a group with an unproductive team member? How did you handle the situation?
- Tell me when you felt it was necessary to go against your team's wishes? Why? What did you do instead?

Motivation

- Describe a situation in which you were most effective in achieving a very aggressive goal.
- Tell me about the most significant project or assignment that you successfully completed even though it was very difficult to do.
- All jobs have some frustrations and problems. Describe a situation that has been particularly frustrating to you.
- Tell me about the most stressful part of your day. How do you deal with it?
- What kind of direction do you like to receive? Tell me about a time when you received too much direction.

Sample Interview Questions

Coaching and Development

- Have you ever had to terminate an employee who was not working out? Why? What did you do to improve performance?
- Tell me about an employee that you had great hopes for, yet who failed to live up to your expectations? How did you work with this person?
- Give an example when you had to give immediate feedback. What did you say? How was it received?
- What are the major development needs of your employees? How did you identify these needs? What have you done to address them?
- Tell about someone you've been able to promote into the management ranks. How did you identify their possibilities and what did you do to get them to management?
- What have you done recently for your own development? Tell me why you chose to develop this area.
- It is not always easy to devote the amount of time needed to develop people. Tell me about a time you missed an opportunity to help another develop.
- Tell me about a time you included your subordinate in a decision-making process.

Functional Knowledge

- Tell me about the system you use to control expenses.
- Have you ever had to deal with missing money or inventory? Tell me about it. How did you determine the problem? What did you do?
- Describe what you do on a daily basis to control inventory?

Interpersonal Skills

- Tell me about a time when you had to go out of your way to develop a working relationship with a peer. What did you do?
- Tell me about the last time you lost your temper at work. What happened? What did you do about it?
- Describe a situation where you had to solicit input from a lot of people on a project. How did you go about getting it done?
- Have you ever had a disagreeable supervisor? How did you handle the situation?
- How do you handle being wrong? Tell me about a recent situation where you had to admit that you were wrong?

Selection and Judgment

- Tell me about the last person you hired. Why did you hire them? Are they working out as you expected?
- Tell me about a time when you made a hiring decision too quickly? Why did you hire the person? What was the outcome?
- Tell me about the last person you had to terminate. Why were they not working out? What did you do to try and correct the problems?

Sample Interview Questions

Openness to Change

- Tell me about a time you had to adjust quickly to changes in organization or department priorities. How did this change affect you?
- Working with people from different backgrounds can be a real challenge. Can you tell me about a time when you had difficulty with a person from a different background? What happened? What did you do?
- What has been the biggest change that you have had to deal with over the last year? How have you dealt with it?
- Some people think change for change-sake is good. Tell me about a time when you felt that you were being asked to change, or do something different, but you felt it was the wrong thing to do. How did you handle it?

Generates Trust

- Tell me about a time when you were not able to fulfill a commitment. Why were you unable to complete the task? What did you do about it?
- Can you think of a time when you had to bend the rules to get your work done? Tell me about it. Have you ever had to do anything that you didn't think was right? Tell me about it.
- It is often easy to blur the distinction between confidential information and public knowledge. Tell me about a time when you may have revealed things that you were not suppose to. What happened?
- We sometimes hear things about ourselves through the grapevine. Tell me about the last time this happened to you. What was it? What did you do?