

# Customer Support Representative Interview Questions And Answers Guide.



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# Customer Support Representative Job Interview Preparation Guide.

## Question # 1

Tell me what qualifies you for this position as Customer Support Representative?

### Answer:-

My verbal and written communication skills along with my friendly nature and inborn ability to convince others are my key assets. I also possess excellent telephone etiquette and a customer service-oriented mindset.

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## Question # 2

Tell me do you have any experience with customer billing and accounts system?

### Answer:-

Yes I am familiar with electronic and manual billing systems and customer account software.

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## Question # 3

Tell me have you tried our product or service? What do you know about it?

### Answer:-

What they're looking for: A candidate who has done their research.

How to answer: Know everything there is to know about the company's product offering. The steeper your learning curve with the organization's products and services, the less likely it is that the employer hires you. Show that you can step in and do a great job by trying the company's products and sharing your personal experiences.

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## Question # 4

Tell us what do you know about Call Center?

### Answer:-

Call center is a service desk, where a large volume of calls are handled by the customer associate in order to render services to the client.

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## Question # 5

Do you know what are key attributes of a customer service representative?

### Answer:-

The key features for customer service executive are-

- \* Professionalism
- \* Politeness
- \* Friendly
- \* Courteous
- \* Helpful

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## Question # 6

Tell us how you handle work-pressure?

### Answer:-

To handle a pressure situation, I always try to keep the focus on work and avoid frustration.

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### **Question # 7**

Tell me how you rate yourself on communication skills?

#### **Answer:-**

Call centers always look for an employee with good communication skills, and you can rate yourself near 8-9 out of 10.

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### **Question # 8**

Tell me do you enjoy working in a team as Customer Support Representative?

#### **Answer:-**

Any work in an organization requires a team work. So, answer to this question should be always positive.

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### **Question # 9**

Tell me what do you think is a typical day in a customer service rep's life?

#### **Answer:-**

Answering phone calls, resolving customer's complaints, dealing with mismanaged payments, providing customers with relevant information and assisting them in decision making.

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### **Question # 10**

Explain how do you rate your communication skills?

#### **Answer:-**

My communication skills are definitely ten out of ten! I have always been able to interact with other people to easily deliver my point while understanding their needs.

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### **Question # 11**

Explain me five qualities that a good customer service representative must possess?

#### **Answer:-**

Empathy, respect, communication, convincing power and cultural sensitivity.

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### **Question # 12**

Tell us what you understand by the term "Customer Satisfaction"?

#### **Answer:-**

Any business depends upon the quality of the service offered to the customer. To do so, you need to understand the customer's need and their problems. You have to think from their point of view and try to meet their demands and requirements. This is what "Customer Satisfaction" is.

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### **Question # 13**

Tell me the types of customer service field?

#### **Answer:-**

- \* By phone
- \* Public relationship
- \* Face to face

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### **Question # 14**

Explain me what is the key to success in a call center?

#### **Answer:-**

A call center is all about providing quality service to customer. If you are good at handling customer well and offering a good service then you can be successful in call center.

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### **Question # 15**

Tell me what are the key features you think that customer associate should possess to become perfect customer associate?

#### **Answer:-**

Good listening skill, problem-solving, concentration, and patience are some key features that make a perfect customer associate.

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### **Question # 16**



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What knowledge do you have about the company regarding Customer Support Representative?

**Answer:-**

You should do your research prior to the interview. Look into background history of the company, this will help you stick out. Learn about main people, have they been in the news lately? The interviewer doesn't expect you to know dates and certain people, but showing that you have enough interest to research the company is a positive impression.

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**Question # 17**

Tell me have you ever sold anything over the phone?

**Answer:-**

Of course! I have been highly commended by my previous employers for my telephonic sales skills. While at the Zeus Corporation, I developed a reference list of prospective potential clients and sold the newly launched package on phone by making calls and explaining the product details demonstrating excellent work ethic and remarkable persuasive skills and exceeding the sales target.

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**Question # 18**

Suppose if a customer gets irritated and points out that your service is too slow, what do you do?

**Answer:-**

I will genuinely apologize and show a friendly attitude. Afterwards, I will elaborate the steps involved in the service to explain delay reason positively.

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**Question # 19**

Please explain do you have any sales experience?

**Answer:-**

My job at my previous place of work was to up-sell the company's products and I am proud to say that I managed my targets by a 100%!

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**Question # 20**

Tell me example where a customer walked in angry and returned home happy?

**Answer:-**

While I was working at Fargo Wells, a customer became very angry since his credit card was not working. It was a data delay problem in the system and the customer's frustration was genuine. I apologized for the embarrassment caused due to credit card malfunctioning and offered them a seat and a drink while I worked on the complain as quickly as possible. I kept up a light conversation with the customer and by the time he left, he was happy and satisfied by the service.

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**Question # 21**

Explain me about your previous work experience in customer service?

**Answer:-**

What they're looking for: A candidate who not only has experience in customer service, but someone who can speak positively about their past experiences.

How to answer: Be prepared to give a brief history of your work experience and how it pertains to customer service. Even if your official job title didn't contain the phrase "Customer Service Representative," know how your prior duties would pertain to a customer service type of role.

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**Question # 22**

Tell us what type of team structure do you prefer working in?

**Answer:-**

What they're looking for: A candidate who fits within the organization's current structure.

How to answer: Do your research before the interview to learn how the organization has structured their customer service department. Either call in to the company's main line to go through the process as a customer, or submit a support ticket online. Ask the customer service rep on the line how the organization is structured, and be candid that you'll be interviewing for a job at the company, and just want to learn. Not only will you learn about the company, but you might make a friend on the inside as well who can sing your praises.

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**Question # 23**

Why do you believe we should hire you as Customer Support Representative?

**Answer:-**

This question needs to be carefully answered as it is your opportunity to stick out from the rest of the applicants. You should focus on skills that you have, including those not yet mentioned. Simply responding "because I'm really good" or "I really need a job" isn't going to work. You shouldn't assume the skills of other applicants or their strengths, focus on yourself. Tell the interviewer why you are a good fit for the position, what makes you a good employee, and what you can provide the company. Keep it brief while highlighting achievements.

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**Question # 24**

What do you see yourself doing in five years as Customer Support Representative?



### Answer:-

This is another question looking towards job commitment. Some people go through jobs like socks because they don't have a life plan, and your answer can show insight into this. It can also be used for finding out if you are the type that sets goals at all in life, because those that make long-term goals are usually more reliable. Also, your goals can provide insight on your personality too. You should respond with an answer that shows progression in your career is on track with your route in the company. It's important to do your research on company prospects, this way you understand what to expect and if it's in your long-term goal. Interviewers don't want to set you on a path that won't provide the results you want, resulting in you resigning.

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### Question # 25

Tell us why we should hire you for our company?

### Answer:-

This question is an opportunity for you to showcase your talent and skill. You can convince the interviewer by bringing to their attention your talent you got and depict how perfect you are for that job. Also, you can mention some innovative ideas or concept that can help increase the organization profitability and credibility. You can answer this question by saying that my past experience, my education and my personality actually fits the job. I am a hard-working guy and a quick learner. Also, I like the concept or idea that the company is working on and that is what exactly I was looking for.

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### Question # 26

Tell me while talking to customer, what are the procedures you follow?

### Answer:-

- \* Greet Customer
- \* Introduce yourself to customer
- \* Ask customer how you can be helpful to him/her
- \* Listen to the customer patiently
- \* Try to help the customer with best possible solution
- \* Cross check with the customer if he/she is satisfied with the solution
- \* Make sure whether customer need any further assistance

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### Question # 27

Why should we hire you as Customer Support Representative?

### Answer:-

The amalgamation of my customer service skills along with sales acumen makes me an excellent contender.

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### Question # 28

Tell me what modes of customer communication are you familiar with or experienced in?

### Answer:-

I have served as customer services representative in person to walk in customers, on phone, through email, on social media platforms and on live chat software.

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### Question # 29

Suppose the customer points out a big problem with our product. What do you do?

### Answer:-

What they're looking for: A candidate who isn't afraid to speak up and looks at their job as more than just "service" - they view their job as a way to do product development.

How to answer: Know how you would handle a situation where there is a flaw in the product. What would you immediately do with the customer, and what would you do once you hang up the phone? Then, what would you do to follow up with the customer?

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### Question # 30

Explain me how do you manage an angry customer?

### Answer:-

I have had plenty of instances to handle irate customers effectively. The tact is - never loose your temper and listen them patiently. Once you know what is wrong, you can make amends for it and help them out appropriately.

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### Question # 31

Tell me how do you respond when you don't know the answer to a customer's question?

### Answer:-

What they're looking for: A candidate who knows how to solve problems.

How to answer: Be prepared to share a scenario of a time when you didn't know the answer to a question, and what you did to find a solution for the customer. Keep your story short and sweet and demonstrate that while you may not know all the answers, you know how to solve a problem.

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### **Question # 32**

What are your salary expectations as Customer Support Representative?

#### **Answer:-**

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 # 33**

Explain me what will you do if customer abuses you on the phone?

#### **Answer:-**

The first thing that I will do is to stay calm and listen to the customers problem, and try to figure out what made him/her annoyed. The next thing I will do is ask politely to the customer to calm down. Then I will assure him/her to solve their problem. The last thing that I will do is to identify the root-cause that creates problem to the customer, fix it and ensure it never happens again.

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### **Question # 34**

Tell us are you comfortable with night shifts?

#### **Answer:-**

This is a question often asked for call center jobs, there are many multi-national companies that outsource their work to other countries. Such companies demand for night shifts as their working hours might be our sleeping hours. So based on your preference you can reply to this question.

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### **Question # 35**

Explain me the types of call center and what is the difference between them?

#### **Answer:-**

The types of call center are

\* Inbound Call Center

\* Outbound Call Center

Inbound Call Center: In an inbound call center, customer associate will receive the calls regarding the customer's queries or demands. Eg: Customer is calling a Telecom Company to know the current tariff on internet service they provide.

Outbound Call Center: In an outbound call center, customer associate will make calls to their customer, regarding business or sales related. Eg: When you receive a call from a bank offering a personal loan.

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### **Question # 36**

Tell us why would you be a good fit?

#### **Answer:-**

What they're looking for: Confirmation.

How to answer: The interviewer has done their research on you. Now, they need confirmation that what they're imagining (that you're a good fit!) is actually true. Be sure to highlight how you fit into the organization - not just the generic "I'm a team player" type of answer. Visualize how you would be a good fit at the organization, and communicate your vision.

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### **Question # 37**

Tell us are you computer literate?

#### **Answer:-**

Yes, I am well versed in MS office suit, internet, outlook, social media, maintaining and accessing customer database operations and tracking customer requests to trace service/complaint status on the electronic system.

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### **Question # 38**

Tell me what is your style of interaction with people?

#### **Answer:-**

I am a friendly and sociable person and I believe listening to others is equally important as speaking to them is. Whenever I interact, I ensure that the communication is two way and the interaction involves respect for the other person.

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### **Question # 39**

What do you consider to be your best strength as Customer Support Representative?

#### **Answer:-**

This question allows you to brag on yourself, but keep in mind that the interviewer wants strengths relative to the position. For example, being a problem solver, a motivator, and being able to perform under pressure, positive attitude and loyal. You will also need examples that back your answers up for illustration of the skill.



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### **Question # 40**

Tell us how will you enjoy working in a call center?

#### **Answer:-**

As I am an extrovert person and I like to interact with people, call center job is a perfect for me. I like to resolve customer's queries and face the challenges positively. Also, the pace of work in call center and team members friendliness always motivates me to work for call centers.

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### **Question # 41**

What do you consider to be your biggest weakness as Customer Support Representative?

#### **Answer:-**

This can be a tricky question to respond to, if you suggest you have no weaknesses you're going to appear as a liar or egotistical. You should respond realistically by mentioning small work related weaknesses. Although many try to answer using a positive skill in disguise as a weakness, like "I expect co-workers to have the same commitment" or "I am a perfectionist". However, it is recommended that there is some honesty and the weaknesses are true, and then emphasize on how you have overcome it or working to improve it. The purpose of this question is to see how you view and evaluate yourself.

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### **Question # 42**

Can you handle multiple calls at the same time?

#### **Answer:-**

If you have an experience of handling multiple calls, then narrate the same. In case you don't have experience mention that once training is provided, I could handle multiple calls with ease.

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### **Question # 43**

Explain me about the products or services you've previously helped support?

#### **Answer:-**

What they're looking for: A candidate who is knowledgeable and can recall information about the products or services they supported.

How to answer: Be prepared to give a brief description of the products or services you've worked with. Practice a 15-second pitch of the product or service to help the interviewer immediately understand the product, and to show your salesmanship.

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### **Question # 44**

Tell us what type of schedule are you looking to work?

#### **Answer:-**

What they're looking for: A candidate who fits within the organization's current scheduling.

How to answer: Know beforehand what your schedule looks like, and how a job plays into the schedule. Know your flexibilities. By communicating your schedule, the employer knows how they can incorporate you into their shifts.

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### **Question # 45**

Tell us what according to you call center job is?

#### **Answer:-**

This question is asked by interviewer to know your awareness to the job profile. So based on your answer they will decide what role or position they will assign to you. For instance, if you say that call center is about dealing with customer problems they will put assign you customer associate Role. On the contrary, if your answer is that a call center is a new business zone, where youngsters are employed in numbers and get an opportunity to develop their career, they might put you in a HR department.

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### **Question # 46**

Tell us what is your typing skill?

#### **Answer:-**

This question means how many words you can type in a minute. If you know the number, you can mention it but if you don't know then just tell that you are good in typing skills.

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### **Question # 47**

Why are you leaving last job as Customer Support Representative?

#### **Answer:-**

Although this would seem like a simple question, it can easily become tricky. You shouldn't mention salary being a factor at this point. If you're currently employed, your response can focus on developing and expanding your career and even yourself. If you're current employer is downsizing, remain positive and brief. If your employer fired you, prepare a solid reason. Under no circumstance should you discuss any drama or negativity, always remain positive.



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### **Question # 48**

Tell me what do you know about our services?

#### **Answer:-**

I know that you provide financial services, consumer credit cards, home lending and dealer services which happen to be the best in town.

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### **Question # 49**

Please explain what are your strengths as Customer Support Representative?

#### **Answer:-**

This is the common question, you might face in any interview. So, prior to interview do your homework and jot down your strengths like subject knowledge, computer skills, communication etc. Also, how you can relate your strength to your current job. For example, you have a good hold on some language, or you have some good marketing skill or having ability to convince other.

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### **Question # 50**

Please explain about what makes you happy in customer service?

#### **Answer:-**

What they're looking for: A candidate who genuinely finds happiness in being of service to others.

How to answer: Be prepared to share what truly excites you about customer service. If you struggle to find a reason why customer service helps bring you happiness, perhaps you should refocus your job search.

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### **Question # 51**

Please explain about a time when you made a customer happy?

#### **Answer:-**

What they're looking for: A candidate who knows how to please customers.

How to answer: Be prepared to share a customer story of your past experience. Outline your story so you can hit on the key points quickly while walking the interviewer through the situation.

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### **Question # 52**

Tell me why should we hire you as senior customer service representative?

#### **Answer:-**

For one, the interview question: "give us reasons to hire you", "why should we employ you" or "what can you bring to our company" is something that differentiates the best candidates from the other good candidates.

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### **Question # 53**

Explain me what experience do you have in a call center?

#### **Answer:-**

If you are fresher and you don't have experience, then you can mention something that can relate you with a call center. Example, I have worked in desktop support, or I am holding a certificate for mass communication, etc. If you are experienced, narrate the same.

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