

Bilingual Customer Service Representative Interview Questions And Answers Guide.



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Bilingual Customer Service Representative Job Interview Preparation Guide.

Question # 1

Explain what are your strengths As Bilingual Customer Service Representative?

Answer:-

Bad Answer: Candidate is unprepared for question or only gives generic answers.

This is the most common job interview question - everybody should be expecting it. If they don't seem prepared, or give a fairly stock answer, it's probably a bad sign.

Good answer: The consensus is to go for quality, not quantity here. Candidates should give a short list of strengths, and back each one up with examples that illustrate the strength. Also, they should explain how these strengths will be useful in the job you're applying for, and use this question to say something interesting about themselves.

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Question # 2

Why do you want to work for this company?

Answer:-

Again be honest. The interviewer will be able to sense very quickly if you're being disingenuous. Your answer should be based on your personal reasons, career aspirations as well as research you've performed on the company. The most important thing you should do is make sure to relate your answer to your long-term career goals.

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Question # 3

Your client is upset with you for a mistake you made, how do you react?

Answer:-

Acknowledge their pain - empathize with them. Then apologize and offer a solution to fix the mistake.

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Question # 4

What type of people do you not work well with?

Answer:-

Be very careful answering this question as most organizations employ professionals with an array of personalities and characteristics. You don't want to give the impression that you're going to have problems working with anyone currently employed at the organization. If you throw out anything trivial you're going to look like a whiner. Only disloyalty to the organization or lawbreaking should be on your list of personal characteristics of people you can't work with.

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Question # 5

Why are you leaving last job?

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 as Bilingual Customer Service Representative. If you're currently employed, your response can focus on developing and expanding your career and even yourself. If your 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 # 6

Tell me about a time you had to fire a friend?

Answer:-



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Hopefully you've never had to do this, but if you did, talk about how hard it was personally to fire anyone but that you did it objectively.

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Question # 7

Explain me what do you know about our company?

Answer:-

Bad Answer: They don't know much about the company. If a candidate is serious and enthusiastic, they should have done some basic research.

Good answer: An answer that shows they've really done their homework and know what the company does, any important current events that involve the company, and the work culture.

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Question # 8

What three character traits would your friends use to describe you?

Answer:-

Friends would typically use attributes like (assuming you have these): Trustworthy, honest, hardworking, friendly, courageous, nice, diligent, organized and so forth. Not saying you have all of these, but the best way for you to find out is to survey your friends by asking them what they consider your brand to be.

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Question # 9

Do you know anyone that works with our company?

Answer:-

Sometimes companies have policies relating to the hiring of individuals related to current company employees. If you are related to anyone working for the company make sure you're aware of company policies before you enter the interview. If you have a friend or acquaintance working for the company make sure have good relationship with this individual before mentioning them.

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Question # 10

Top 12 Stress Based Interview Questions As Bilingual Customer Service Representative:

Answer:-

Some jobs require employees to work under stress, and some interviewers just like to see how applicants handle stressful questions.

There are many questions designed for putting the interviewee into an awkward situation, or throwing them off, to see how they do under stress. Here are some samples.

1. How do you feel this interview is going As Bilingual Customer Service Representative?
2. How would you handle undeserved criticism from a superior?
3. How many other jobs are you applying for?
4. What would you do if you saw a colleague stealing supplies or equipment?
5. What did you do when you had a boss you didn't get along with?
6. What would you do if a colleague took credit for your idea, and got a promotion?
7. Was the stress of your previous job too much for you?
8. What would you do if a colleague admitted to lying on their resume to get the job?
9. What would you do if a customer verbally insulted you in front of co-workers?
10. What would you change about the design of a baseball hat?
11. Why were you fired from your previous job As Bilingual Customer Service Representative?
12. How successful do you think you've been so far?

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Question # 11

How do you adapt to new working environments As Bilingual Customer Service Representative?

Answer:-

It's important that you demonstrate that you can adapt to changing environments quickly. You want to stress that you can manage change. The one thing in life that is constant after all, is change.

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Question # 12

Tell me a difficult situation you have overcome in the workplace?

Answer:-

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers As Bilingual Customer Service Representative.

Answering this question right can help you demonstrate all of these traits.

* Use real-life examples from your previous roles that you are comfortable explaining

* Choose an example that demonstrates the role you played in resolving the situation clearly

* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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Question # 13

How does your present position differ from past ones?

Answer:-



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Describe the difference with regards to responsibilities, culture, team, career opportunity, and the work itself.

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Question # 14

How do you handle confidentiality in your work?

Answer:-

Often, interviewers will ask questions to find out the level of technical knowledge As Bilingual Customer Service Representative that a candidate has concerning the duties of a care assistant. In a question such as this, there is an opportunity to demonstrate professional knowledge and awareness. The confidentiality of a person's medical records is an important factor for a care assistant to bear in mind.

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Question # 15

How well do you know our company?

Answer:-

Well, a developed company that is gradually building their reputation in the competitive world.

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Question # 16

Why did you select the University _____?

Answer:-

Discuss the academic program, the extracurricular program(s), the school spirit, the quality of your peers, and the professors.

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Question # 17

Describe your management style?

Answer:-

Try to avoid specific classifications, whatever it may be. Organizations usually prefer managers who can adapt their skills to different situations.

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Question # 18

What has been your biggest professional disappointment?

Answer:-

When discussing a professional disappointment, make sure to discuss a scenario you could not control. Be positive about the experience and accept personal responsibility where applicable.

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Question # 19

What makes you right for this position?

Answer:-

This question can be tricky because you need to show your worth As Bilingual Customer Service Representative without sounding cocky or arrogant. Research the business ahead of time and become familiar with its mission and values. Take the time to figure out how your personal qualities fit the needs of the business and use that fit to provide your answer.

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Question # 20

What position do you prefer on a team working on a project?

Answer:-

Do not claim to be comfortable with a specific role if you in are in fact not comfortable with it. However, if you have no problem working in certain roles or situations, be sure to discuss this with the interviewer.

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Question # 21

What type of mentors do you seek out and why?

Answer:-

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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Question # 22

What's a time you disagreed with a decision that was made at work?

Answer:-

Everyone disagrees with the boss from time to time, but in asking this interview question As Bilingual Customer Service Representative, hiring managers want to



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know that you can do so in a productive, professional way. "You don't want to tell the story about the time when you disagreed but your boss was being a jerk and you just gave in to keep the peace. And you don't want to tell the one where you realized you were wrong,". Tell the one where your actions made a positive difference on the outcome of the situation, whether it was a work-related outcome or a more effective and productive working relationship.

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Question # 23

Explain a time when you did not get along with your coworker?

Answer:-

I used to lock heads with a fellows. We disagreed over a lot of things - from the care of civilians to who got what shifts to how to speak with a victim's family. Our personalities just didn't mesh. After three months of arguing, I pulled her aside and asked her to lunch. At lunch, we talked about our differences and why we weren't getting along. It turns out, it was all about communication. We communicated differently and once we knew that, we began to work well together. I really believe that talking a problem through with someone can help solve any issue.

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Question # 24

What do you know about this company?

Answer:-

Research the company on Google by searching recent news (to remain current on them) and their website. Make sure you understand their products / services, vision, competitive differentiators, and work culture.

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Question # 25

How many basketballs would fit in this room?

Answer:-

One. You did not ask what is the maximum number of basketballs you can fit in the room.

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Question # 26

How has school prepared you for this job role?

Answer:-

Think back to how you've interacted with your peers to develop social skills, how you've worked with classmates on projects to develop teamwork and collaborative skills, how you've developed discipline through studying, how the courses have helped your creativity, and how the classes you've taken have impacted your analytical / problem solving / reasoning skills.

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Question # 27

How do you deal with pressure or stressful situations?

Answer:-

Choose an answer that shows that you can meet a stressful situation head-on in a productive, positive manner and let nothing stop you from accomplishing your goals. A great approach is to talk through your go-to stress-reduction tactics (making the world's greatest to-do list, stopping to take 10 deep breaths), and then share an example of a stressful situation you navigated with ease.

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Question # 28

Describe your academic achievements?

Answer:-

Think of a time where you really stood out and shined within college. It could be a leadership role in a project, it could be your great grades that demonstrate your intelligence and discipline, it could be the fact that you double majored. Where have you shined?

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Question # 29

What skills do you bring to the table?

Answer:-

Think of your skill sets with regards to: analytical skills, interpersonal skills, communication skills, computer skills, presentation skills, management skills, sales skills and so forth.

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Question # 30

If you have seven white socks and nine black socks in a drawer, how many socks do you have to pull out blindly in order to ensure that you have a matching pair?

Answer:-

if the first one is one color (say, white), and the second one is the other color (black), then the third one, no matter what the color, will make a matching pair. (Sometimes you're not supposed to think that hard.)

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Question # 31

What did you major in and why?

Answer:-

Tell them your major and the motivations behind why you chose it and how it's helped to prep you for this potential job.

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Question # 32

What are you passionate about?

Answer:-

Ask yourself - what are your core passions that you wake up excited to act on each and every day? Ask yourself what makes you happy or drives you - is it helping others? Is it making money? Is it creating something? Is it about changing the world? Etc.

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Question # 33

What challenges are you looking for in this position?

Answer:-

A typical interview question to determine what you are looking for in your next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position As Bilingual Customer Service Representative?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.

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Question # 34

How meticulous are you with details?

Answer:-

Being detailed is important for many types of job roles. Typically you want to highlight how you've done that in previous roles. Example: "Being meticulous is important to me. In my last job, I had to count the money in the register as a cashier to make sure it matched to the receipts down to the last penny." This was to ensure there wasn't any "wrongdoing" at the company by any of the cashiers and I was always accurate in my reports.

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Question # 35

What other companies are you interviewing at?

Answer:-

Be open and share if you are indeed interviewing elsewhere, but do it in a humble way. This way you don't seem arrogant and the interviewer knows your skills are valued by other companies. This also tends to make them want you more as they know they are competing for your services.

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Question # 36

If you look at a clock and the time is 3:15, what's the angle between the hour and the minute hands?

Answer:-

Usually, if the answer to a brainteaser seems too easy, chances are the answer's wrong. And in this case, the answer is not zero degrees. The hour hand, remember, moves as well. That is, in addition to the minute hand. And so, at 3:15, the hour hand and the minute hand are not on top of each other. In fact, the hour hand has moved a quarter of the way between the 3 and 4. This means it's moved a quarter of 30 degrees (360 degrees divided by 12 equals 30). So the answer, to be exact, is seven and a half degrees (30 divided by four).

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Question # 37

Why should I hire you As Bilingual Customer Service Representative?

Answer:-

To close the deal on a job offer, you MUST be prepared with a concise summary of the top reasons to choose you. Even if your interviewer doesn't ask one of these questions in so many words, you should have an answer prepared and be looking for ways to communicate your top reasons throughout the interview process.

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Question # 38

Why are you leaving the present company?

Answer:-

According to me we can not grow in the field without taking more responsibilities and risks and also we can't enhance our team leading capabilities, managerial skills without exposing to a wide range of people.

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Question # 39

Do you have good manners? What types of people need to be treated with good manners?

**Answer:-**

You should have good manners. Everyone should be treated with courtesy and respect.

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Question # 40

If you were an animal, which one would you want to be?

Answer:-

Seemingly random personality-test type questions like these come up in interviews generally because hiring managers want to see how you can think on your feet. There's no wrong answer here, but you'll immediately gain bonus points if your answer helps you share your strengths or personality or connect with the hiring manager. Pro tip: Come up with a stalling tactic to buy yourself some thinking time, such as saying, "Now, that is a great question. I think I would have to say..."

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Question # 41

Describe a typical work week for this position As Bilingual Customer Service Representative?

Answer:-

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position As Bilingual Customer Service Representative you are applying for and how your current or past positions relate to it. The more you can connect your past experience with the job opening, the more successful you will be at answering the questions.

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Question # 42

What would your first 30, 60, or 90 days look like in this role As Bilingual Customer Service Representative?

Answer:-

Start by explaining what you'd need to do to get ramped up. What information would you need? What parts of the company would you need to familiarize yourself with? What other employees would you want to sit down with? Next, choose a couple of areas where you think you can make meaningful contributions right away. (e.g., "I think a great starter project would be diving into your email marketing campaigns and setting up a tracking system for them.") Sure, if you get the job, you (or your new employer) might decide there's a better starting place, but having an answer prepared will show the interviewer where you can add immediate impact-and that you're excited to get started.

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Question # 43

What aspect of supervision do you find the most difficult?

Answer:-

Managing different personalities and keeping them focused on the goal at hand.

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Question # 44

Are you planning to continue your studies and training As Bilingual Customer Service Representative?

Answer:-

If asked about plans for continued education, companies typically look for applicants to tie independent goals with the aims of the employer. Interviewers consistently want to see motivation to learn and improve. Continuing education shows such desires, especially when potentials display interests in academia potentially benefiting the company.

Answering in terms of "I plan on continuing my studies in the technology field," when offered a question from a technology firm makes sense. Tailor answers about continued studies specific to desired job fields. Show interest in the industry and a desire to work long-term in said industry. Keep answers short and to the point, avoiding diatribes causing candidates to appear insincere.

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Question # 45

What does "thinking outside the box" mean to you?

Answer:-

It means not doing things exactly the same way as everyone else. You've got to challenge the status quo and bring something new to the business.

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Question # 46

What problems have you encountered at work?

Answer:-

Wow, do we have problems! Where do I begin? Well, most of the problems are internal, just people not working well with each other. I have one person on our team who is a real problem, but it seems like management is afraid to do anything about it. So we all end up having to do extra work to cover for this person, who just doesn't work. We all say that he's retired in place. I think he's just holding on until retirement in a couple years. But he's a real problem. I complain about it--a lot--but nothing ever seems to get done. I've even written negative reviews about the person, hoping he will get canned, but it doesn't happen. I can't wait for him to retire.

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Question # 47

Does your boss know you're here today?

**Answer:-**

Usually, you probably haven't told your boss for obvious reasons. So it's ok to say that they do not. You don't want to upset the balance at your current job after all and nothing is guaranteed in an interview. The interviewer should understand this stance.

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Question # 48

How good are you at problem solving?

Answer:-

Describe the problem first and then discuss how you were able to fix it.

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Question # 49

What do you expect to be earning in 5 years As Bilingual Customer Service Representative?

Answer:-

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.

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Question # 50

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

Answer:-

Both are important. You need to stress that. However, if you could only choose one, ask yourself As Bilingual Customer Service Representative - do you like to be "in the weeds" with your work, or do you want to be the one painting the vision?

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Question # 51

What do you know about this department?

Answer:-

One good way to find out about the department is to try to "informally" interview the existing employees over coffee (outside of the office) if possible. It's hard if you don't have any connections there, but if you do a great way to learn about it. Other than that, it's often hard to learn about the department so you can turn the table back on them by asking questions to learn about it.

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Question # 52

Tell me the difference between good and exceptional?

Answer:-

Good gets the job done on time and is high quality. Exceptional is a game changer - it stands out, it's creative, it's above and beyond expectations. Tell the interviewer a story about how you were exceptional.

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Question # 53

Do you think you have enough experience As Bilingual Customer Service Representative?

Answer:-

If you do not have the experience they need, you need to show the employer that you have the skills, qualities and knowledge that will make you equal to people with experience but not necessary the skills. It is also good to add how quick you can pick up the routine of a new job role.

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Question # 54

How many square feet of pizza are eaten in the United States each month?

Answer:-

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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Question # 55

How would you motivate your team members to produce the best possible results?

Answer:-



Trying to create competitive atmosphere, trying to motivate the team as a whole, organizing team building activities, building good relationships amongst people.

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Question # 56

What do you know about the company?

Answer:-

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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Question # 57

What were the responsibilities of your last position As Bilingual Customer Service Representative?

Answer:-

If you want to show your ambition, you can discuss how you haven't reached all of your goals yet and in that sense aren't satisfied. However, if you want to discuss satisfaction from your job discuss an experience in which you achieved something.

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Question # 58

What types of personalities do you work with best?

Answer:-

In the past, I have found it difficult to work with others who see themselves as better than others, who can take criticism, and who refuse to work with others. I have found it challenging to work with them b/c I am a team oriented person who feels the importance of working together over the needs of the individual especially in a learning environment.

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Question # 59

Do you think a leader should be feared or liked?

Answer:-

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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Question # 60

Tell me something about your family background?

Answer:-

First, always feel proud while discussing about your family background. Just simple share the details with the things that how they influenced you to work in an airline field.

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Question # 61

If I talked to your three biggest fans, who would they be and why?

Answer:-

If you can reference three professionals with executive titles (CXO, VP, Director, Manager), that carries a lot of weight. Make sure you highlight how you've helped them achieve their biggest objectives and how that's made them your fan.

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Question # 62

How would you observe the level of motivation of your subordinates?

Answer:-

Choosing the right metrics and comparing productivity of everyone on daily basis is a good answer, doesn't matter in which company you apply for a supervisory role.

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