

# **Bpo Back Office Interview Questions And Answers Guide.**



**Global Guideline.**

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## Bpo Back Office Job Interview Preparation Guide.

### Question # 1

Explain yourself in one line?

#### Answer:-

When you respond, keep in mind the type of position you are interviewing for like Bpo Back Office based job, the company culture, and the work environment. Your answer should help show the interviewer why you're a match for the job and for the company.

Sample answers are:

- \* I'm a people person. I really enjoy meeting and working with a lot of different people.
- \* I'm a perfectionist. I pay attention to all the details, and like to be sure that everything is just right.
- \* I'm a creative thinker. I like to explore alternative solutions to problems and have an open mind about what will work best.
- \* I'm efficient and highly organized. This enables me to be as productive as possible on the job.
- \* I enjoy solving problems, troubleshooting issues, and coming up with solutions in a timely manner.

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### Question # 2

What critical component of this position In Bpo Back Office makes the work challenging?

#### Answer:-

Heading information: This should include job title, pay grade or range, reporting relationship (by position, not individual), hours or shifts, and the likelihood of overtime or weekend work.

Summary objective of the job: List the general responsibilities and descriptions of key tasks and their purpose, relationships with customers, coworkers, and others, and the results expected of incumbent employees.

Qualifications: State the education, experience, training, and technical skills necessary for entry into this job.

Special demands: This should include any extraordinary conditions applicable to the job In Bpo Back Office (for example, heavy lifting, exposure to temperature extremes, prolonged standing, or travel).

Job duties and responsibilities: Only two features of job responsibility are important: identifying tasks that comprise about 90 to 95 percent of the work done and listing tasks in order of the time consumed (or, sometimes, in order of importance).

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### Question # 3

What is your typical way of dealing with conflict? Give me an example?

#### Answer:-

First, find out what the root of the problem is. Second, determine the best steps to remediation with the best possible outcome. Third, take action to put remediation plans in place.

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### Question # 4

Why did you leave your last job In Bpo Back Office?

#### Answer:-

Regardless of why you left your last job make sure to stay positive. Always smile and focus on the positive reason such you were seeking the opportunity to expand your career opportunities, your interest in working with a new firm that provided greater opportunity, you desired to work in a new location, etc. Don't reference previous job problems or differences with management that caused you to leave. If you stay positive, your answer may help you. If you're negative, you will likely decrease your chances of getting the job for which you're interviewing.

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### Question # 5

What are your greatest professional strengths In Bpo Back Office?

#### Answer:-

When answering this question, we recommends being accurate (share your true strengths, not those you think the interviewer wants to hear); relevant (choose your strengths that are most targeted to this particular position In Bpo Back Office); and specific (for example, instead of "people skills," choose "persuasive communication" or "relationship building"). Then, follow up with an example of how you've demonstrated these traits in a professional setting.



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### **Question # 6**

The change in the business industry now requires you to have a new set of skills you have to learn, how do you react to that?

#### **Answer:-**

First, find out which skills are the ones that you're currently lacking. Then identify what the steps would be to acquire/build those skills. Then take action to do so.

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### **Question # 7**

Tell me about a time when you successfully handled a situation?

#### **Answer:-**

For this question, the interviewer wants to know what you do in a situation that doesn't have a clear answer. This will help the interviewer know how you respond to unforeseen challenges.

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### **Question # 8**

Tell me why do you want this job In Bpo Back Office?

#### **Answer:-**

Bad Answer: No solid answer, answers that don't align with what the job actually offers, or uninspired answers that show your position is just another of the many jobs they're applying for.

Good answer: The candidate has clear reasons for wanting the job that show enthusiasm for the work and the position, and knowledge about the company and job.

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### **Question # 9**

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 # 10**

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 In Bpo Back Office. 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 # 11**

Your coworker highlights your mistakes in front of everyone, how do you handle the situation?

#### **Answer:-**

Admit to the mistake without being emotional, but then discuss how you are being proactive in getting it fixed. Lastly, pull the co-worker aside later on to tell them that you'd appreciate it if they gave you the feedback 1:1 first before throwing you under the bus.

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### **Question # 12**

How do you evaluate success In Bpo Back Office?

#### **Answer:-**

I evaluate success In Bpo Back Office in different ways. At work, it is meeting the goals set by my supervisors and my fellow workers. It is my understanding, from talking to other employees, that the Global Guideline company is recognized for not only rewarding success but giving employees opportunity to grow as well.

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### **Question # 13**

How did you handle meeting a tight deadline In Bpo Back Office?

#### **Answer:-**

Review every deadline you need to meet. Prioritize your projects by deadline and factor in how important each project is. Record your deadlines on a digital calendar or spreadsheet.

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### **Question # 14**

What are you looking for in a new position In Bpo Back Office?

#### **Answer:-**



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I've been honing my skills In Bpo Back Office for a few years now and, first and foremost, I'm looking for a position where I can continue to exercise those skills. Ideally the same things that this position has to offer. Be specific.

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### **Question # 15**

What is your greatest professional achievement?

**Answer:-**

Nothing says "hire me" better than a track record of achieving amazing results in past jobs In Bpo Back Office, so don't be shy when answering this interview question! A great way to do so is by using the S-T-A-R method: Set up the situation and the task that you were required to complete to provide the interviewer with background context (e.g., "In my last job as a Bpo Back Office, it was my role to manage the invoicing process"), but spend the bulk of your time describing what you actually did (the action) and what you achieved (the result). For example, "In one month, I streamlined the process, which saved my group 10 man-hours each month and reduced errors on invoices by 25%."

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### **Question # 16**

Tell me about the most fun you have had on the job?

**Answer:-**

When answering this question, discuss situations where you completed tasks benefitting your previous employers.

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### **Question # 17**

How long do you want to work for us if we hire you?

**Answer:-**

Here being specific is probably not the best approach. You may consider responding, "I hope a very long time." Or "As long as we're both happy with my performance."

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### **Question # 18**

How do you think your colleagues at your last job would describe you?

**Answer:-**

While your CV will say a lot about your work history In Bpo Back Office, the interviewer will most likely look for greater detail with questions such as this. Be positive about previous experience, highlighting your own strengths.

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### **Question # 19**

What have you done to improve your knowledge In Bpo Back Office in the last year?

**Answer:-**

Try to include improvement activities that relate to the job In Bpo Back Office. A wide variety of activities can be mentioned as positive self-improvement. Have some good ones handy to mention.

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### **Question # 20**

If you were hiring a person for this job In Bpo Back Office, what would you look for?

**Answer:-**

Discuss qualities you possess required to successfully complete the job duties.

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### **Question # 21**

Where do you see yourself in five years In Bpo Back Office?

**Answer:-**

If asked this question, be honest and specific about your future goals, but consider this:

A hiring manager wants to know

\* a) if you've set realistic expectations for your career,

\* b) if you have ambition (a.k.a., this interview isn't the first time you're considering the question), and

\* c) if the position aligns with your goals and growth. Your best bet is to think realistically about where this position could take you and answer along those lines.

And if the position isn't necessarily a one-way ticket to your aspirations?

It's OK to say that you're not quite sure what the future holds, but that you see this experience playing an important role in helping you make that decision.

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### **Question # 22**

What's been your biggest failure to date?

**Answer:-**

Describe your biggest failure and discuss what you've learned from it and ideally how you've been successful since because of that lesson.



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### **Question # 23**

What are your salary requirements In Bpo Back Office?

**Answer:-**

The #1 rule of answering this question is doing your research on what you should be paid by using site like Global Guideline. You'll likely come up with a range, and we recommend stating the highest number in that range that applies, based on your experience, education, and skills. Then, make sure the hiring manager knows that you're flexible. You're communicating that you know your skills are valuable, but that you want the job and are willing to negotiate.

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### **Question # 24**

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 # 25**

What are your personal skills which make you a candidate for the position In Bpo Back Office?

**Answer:-**

The list of crucial character traits includes patience, tact, and poise, with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them.

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### **Question # 26**

Describe a time where you've failed and bounced back?

**Answer:-**

Share a story to describe this. For example: "I accidentally made the mistake of telling a customer I could deliver on a solution set on a certain date and then later found out our business partner couldn't do it on that time. I learned that I shouldn't rush into important decisions and promises like this and that I should always check with my counterparts first before committing to a statement of work."

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### **Question # 27**

What do you aspire to be?

**Answer:-**

Discuss your aspirations for the near, immediate and long term. You want to show them you are thinking of making an impact now as well as the future.

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### **Question # 28**

Describe what a bad work environment would look like to you In Bpo Back Office?

**Answer:-**

There could be a multitude of things to discuss here: Business ethics (wrongdoing), inconsiderate teammates, non-supportive management, a product that does not do what you're promising customers and so forth.

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### **Question # 29**

What are three positive characteristics you wish you had?

**Answer:-**

The key here is to be honest about your wish list but then to describe how you plan on developing or growing those characteristics so that it becomes a reality. For example, I wish I had a stronger work ethic and I am reading a book right now about how to instill a better discipline around getting work done efficiently.

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### **Question # 30**

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 your of this potential job.

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### **Question # 31**

What was the most difficult employee situation you found yourself In Bpo Back Office? How did you overcome the problem?

**Answer:-**

One of employees was conflicting with other and colleague who was prove his was wrong hi denied and was invite union to defend him but we have prove his wrong



and I was facing disciplinary action.

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### **Question # 32**

How important is the vision of the company to you?

**Answer:-**

It should be very important if you want a long standing career. Remember, you're investing your time, energy and earnings potential into a company so you want to make sure it's a sustainably successful company that will grow with you over the long haul.

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### **Question # 33**

How many tennis balls can you fit into a limousine? 1,000? 10,000? 100,000? Seriously?

**Answer:-**

Well, seriously, you might get asked brainteaser questions like these, especially in quantitative jobs. But remember that the interviewer doesn't necessarily want an exact number-he wants to make sure that you understand what's being asked of you, and that you can set into motion a systematic and logical way to respond. So, just take a deep breath, and start thinking through the math. (Yes, it's OK to ask for a pen and paper!)

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### **Question # 34**

If you could offer suggestions on how to improve our company, what would you say?

**Answer:-**

Examine the trends of the company and also where there may be some weaknesses (news articles often document this on public companies or look at their competitors to see how they're positioning it against them.) Then, once you have that knowledge, think creatively on how you could improve upon that weakness for them.

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### **Question # 35**

Describe your vision of your perfect dream job?

**Answer:-**

Ideally, the role you're applying for either is that dream job or will help you get to it. If it's going to help you get there, describe the elements of that job role that you are passionate about so that it ties to the vision of what your dream job is. Be honest and talk about the type of work environment, management team / leadership, coworkers, culture, vision and products/services you'd like your dream job to entail.

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### **Question # 36**

How important is a positive attitude to you?

**Answer:-**

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

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### **Question # 37**

How would you estimate the weight of the Chrysler building?

**Answer:-**

This is a process guesstimate where the interviewer wants to know if you know what to ask. First, you would find out the dimensions of the building (height, weight, depth). This will allow you to determine the volume of the building. Does it taper at the top? (Yes.) Then, you need to estimate the composition of the Chrysler building. Is it mostly steel? Concrete? How much would those components weigh per square inch? Remember the extra step: find out whether you're considering the building totally empty or with office furniture, people, etc. If you're including the contents, you might have to add 20 percent or so to the building's weight.

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### **Question # 38**

What type of extracurricular activities are you a part of?

**Answer:-**

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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### **Question # 39**

What is your greatest strength? How does it help you In Bpo Back Office?

**Answer:-**

One of my greatest strengths, and that I am a diligent worker... I care about the work getting done.. I am always willing to help others in the team.. Being patient helps me not jump to conclusions... Patience helps me stay calm when I have to work under pressure.. Being a diligent worker.. It ensures that the team has the same goals in accomplishing certain things.



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### **Question # 40**

Have you ever been fired and if yes, why?

#### **Answer:-**

Answer this as positively as possible and try to avoid disparaging the company you had previously worked for. The key is to accept the fact that yes, you were fired, but you've learned from the mistakes that got you there and you're better now because of it. If you haven't been fired, well, then this question's a piece of cake isn't it?

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### **Question # 41**

Give an example of a time you successfully worked In Bpo Back Office on a team?

#### **Answer:-**

On the whole I prefer to stick to doing what I'm told rather than setting myself up to fail by doing things off my own bat. But there was this one time when I suggested to my boss at the pizza parlor that she try offering an 'all you can eat' deal to students to boost trade on Mondays. She thought it was an interesting idea but nothing ever came of it.

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### **Question # 42**

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 # 43**

Explain me about your experience working in this field In Bpo Back Office?

#### **Answer:-**

I am dedicated, hardworking and great team player for the common goal of the company I work with. I am fast learner and quickly adopt to fast pace and dynamic area. I am well organized, detail oriented and punctual person.

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### **Question # 44**

Are you planning to continue your studies and training In Bpo Back Office?

#### **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**

Describe a typical work week for this position In Bpo Back Office?

#### **Answer:-**

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position In Bpo Back Office 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 # 46**

What type of work environment do you prefer?

#### **Answer:-**

Ideally one that's similar to the environment of the company you're applying to. Be specific.

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### **Question # 47**



Do you have any questions for me?

**Answer:-**

Good interview questions to ask interviewers at the end of the job interview include questions on the company growth or expansion, questions on personal development and training and questions on company values, staff retention and company achievements.

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**Question # 48**

How would you define success?

**Answer:-**

Success is defined differently for everybody. Just make sure the parameters are defined by you with regards to work life balance, financial gain, career growth, achievements, creating meaningful work / products and so forth. If you can clearly articulate what it means to you that is a strong answer.

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**Question # 49**

What's your salary history?

**Answer:-**

When you are interviewing for a new job, it is common practice for the company to ask you about your salary history. I typically want to know what the candidate's base salary is, if they receive any bonus, the average bonus amount, and any additional compensation or perks, such as 500k matching, stock grants or stock options, paid time off and how much they are required to pay towards their medical premiums.

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**Question # 50**

What was the most important task you ever had?

**Answer:-**

There are two common answers to this question that do little to impress recruiters:

\* 'I got a 2.1'

\* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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**Question # 51**

What is your greatest weakness In Bpo Back Office? What are you doing to improve it?

**Answer:-**

I believe my biggest weakness In Bpo Back Office is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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**Question # 52**

What's a time you exercised leadership?

**Answer:-**

Depending on what's more important for the the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable,". Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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**Question # 53**

Do you like to start personal relationships with other employees?

**Answer:-**

Well, the right answer is yes and no. Good personal relations can improve the overall performance of a team. But on the other hand, you should not let your emotions to affect your decisions in work.

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**Question # 54**

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 # 55**

Do you think you have enough experience In Bpo Back Office?

**Answer:-**





## **Bpo Back Office Interview Questions And Answers**

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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 # 56**

How would you rate your communication and interpersonal skills for this job In Bpo Back Office?

**Answer:-**

These are important for support workers. But they differ from the communication skills of a CEO or a desktop support technician. Communication must be adapted to the special ways and needs of the clients. Workers must be able to not only understand and help their clients, but must project empathy and be a warm, humane presence in their lives.

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### **Question # 57**

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 # 58**

Do you have good computer skills?

**Answer:-**

It is becoming increasingly important for medical assistants to be knowledgeable about computers. If you are a long-time computer user with experience with different software applications, mention it. It is also a good idea to mention any other computer skills you have, such as a high typing rate, website creation, and more.

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### **Question # 59**

Describe to me the position In Bpo Back Office you're applying for?

**Answer:-**

This is a "homework" question, too, but it also gives some clues as to the perspective the person brings to the table. The best preparation you can do is to read the job description and repeat it to yourself in your own words so that you can do this smoothly at the interview.

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### **Question # 60**

How do you plan to go by an example for your subordinates?

**Answer:-**

Sticking to the rules by yourself, working hard and not mind participating on basic tasks is a good answer.

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### **Question # 61**

What is your desired salary In Bpo Back Office?

**Answer:-**

Bad Answer: Candidates who are unable to answer the question, or give an answer that is far above market. Shows that they have not done research on the market rate, or have unreasonable expectations.

Good answer: A number or range that falls within the market rate and matches their level of mastery of skills required to do the job.

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