

# **Customer Communications Specialist Interview Questions And Answers Guide.**



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# Customer Communications Specialist Job Interview Preparation Guide.

### Question # 1

Why do you want to leave your current company As Customer Communications Specialist?

#### Answer:-

Bad Answer: Complaining about or blaming their former job, boss or colleagues. Also, having no good reason.

Good answer: One that focuses on the positives about why the job they're applying for offers them better learning or career opportunities, chances for advancement, aligns more closely to their long term goals, or is a better fit for them.

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### Question # 2

Do you have any blind spots?

#### Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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### Question # 3

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 # 4

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 # 5

What attracted you to this company As Customer Communications Specialist?

#### Answer:-

You could discuss the company's vision, culture and solutions/services as reasons for wanting to join it.

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### Question # 6

Do you ever take work home with you?

#### Answer:-

Here are two great sample answers that might help get you started:

\* I am an extremely organized person, so I tend to be able to get my work done at work. However, if the need arose I would not be against taking work home. I try not to make it a habit, since I do value my free time. I do realize though that the work we do is important, and sometimes you have to do what needs to be done.

\* I do not shy away from taking work home with me. I know that meeting deadlines and doing outstanding work sometimes means taking a bit of it home. I do not have a problem doing that when the need arises.

\* Make sure to give an honest answer. Lying about taking work home may turn out badly for you if it is required and you do not do it.



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### **Question # 7**

What are your greatest professional strengths As Customer Communications Specialist?

#### **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 As Customer Communications Specialist); 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 # 8**

What are you looking for in a new position As Customer Communications Specialist?

#### **Answer:-**

I've been honing my skills As Customer Communications Specialist 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 # 9**

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 # 10**

What have you done to improve yourself in the last year As Customer Communications Specialist?

#### **Answer:-**

Discuss how you've improved yourself through work experiences, books you've read, classes, club(s) / extracurricular activities and describe the process on how it's happened. For example: I've improved my presentation skills tremendously because I've had to do 2 presentations this year for my communications class.

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### **Question # 11**

What's the last book you read?

#### **Answer:-**

Try to talk about a book related to the industry, for example, if you're applying for a role related to business, cite a business book.

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### **Question # 12**

Describe your work ethic?

#### **Answer:-**

While discussing this, be sure to stress specific examples of what you bring to the company. Good qualities include resolve to fulfill job responsibilities, optimism, and a desire to be as efficient as possible while at work.

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### **Question # 13**

What are your strengths As Customer Communications Specialist?

#### **Answer:-**

This is one of the most common questions you will be asked. Give an answer relevant to the skills and qualities relevant to the position you are applying to. The interviewer is trying to find if your strengths match the job. For example, if you are applying for a job As Customer Communications Specialist where accuracy is an important issue, one of your strengths could be that you have an eye for detail. It may useful to find different words to describe similar attributes and qualities in order to avoid repetition.

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### **Question # 14**

What have you learned from mistakes on the job?

#### **Answer:-**

Candidates without specific examples often do not seem credible. However, the example shared should be fairly inconsequential, unintentional, and a learned lesson should be gleaned from it. Moving ahead without group assistance while assigned to a group project meant to be collaborative is a good example.

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### **Question # 15**

What relevant work experience do you have in this career field As Customer Communications Specialist?



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### **Answer:-**

Talk about specific work related experience for the position you're interviewing for. Make sure the experience is relevant. Don't talk about previous experience that is not related to the position in question. If you don't have specific career related experience speak about prior experience that has helped you develop the specific knowledge and skills required for the position you are applying for.

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### **Question # 16**

What's your dream job?

### **Answer:-**

Along similar lines, the interviewer wants to uncover whether this position As Customer Communications Specialist is really in line with your ultimate career goals. While "an GGL star" might get you a few laughs, a better bet is to talk about your goals and ambitions-and why this job will get you closer to them.

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### **Question # 17**

Where do you see your career in five years As Customer Communications Specialist?

### **Answer:-**

I would like to retire from this company. I would like to make a difference in the company whether in the company or any other position or area of the company As Customer Communications Specialist.

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### **Question # 18**

How do you stay organized?

### **Answer:-**

By maintaining proper routine every day. Putting my strongest points with my weakness. High priority always comes first As Customer Communications Specialist.

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### **Question # 19**

Give me an example of how you handled pressure at work As Customer Communications Specialist?

### **Answer:-**

The company is looking to see if you can handle pressure well. Share with them an example where you were able to stay calm during a pressure filled situation (perhaps it was a deadline, or there was an emergency with a customer occurring). Discuss the situation, your reaction and steps you took to resolve it and the outcome.

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### **Question # 20**

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 # 21**

Top 12 Best Brainteaser Interview Questions:

### **Answer:-**

Brainteaser questions As Customer Communications Specialist have become popular for interviews in recent years, as word has gotten out that top tech companies such as Apple, Google, Microsoft and IBM have used this type of question at one time or another.

Companies like Google aren't using these questions so much any more, but many companies, are, and it may be good to prepare for them As Customer Communications Specialist. The key to these isn't so much getting the exact answer, as it is showing how you would come up with an answer.

Here's a sample of 12 of the best and most difficult.

1. How many street lights are there in New York City?
2. How many gas stations are there in the United States?
3. How many golf balls can fit in a school bus?
4. How much should you charge to wash all the windows in Seattle?
5. Why are manhole covers round?
6. How many times a day does a clock's hands overlap?
7. How would you test a calculator?
8. Describe the internet to someone who just woke up from a 30-year coma.
9. How much does the Starbucks in Times Square bring in, in annual revenue?
10. You are shrunk to the height of a nickel and thrown into a blender. Your mass is reduced so that your density is the same as usual. The blades start moving in 60 seconds. What do you do?
11. What is the air speed velocity of an unladen swallow? ;)
12. How many golf balls are there in Florida?

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### **Question # 22**

What do you like to do outside of work?



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### **Answer:-**

Interviewers ask personal questions in an interview to "see if candidates will fit in with the culture [and] give them the opportunity to open up and display their personality, too." In other words, if someone asks about your hobbies outside of work, it's totally OK to open up and share what really makes you tick. (Do keep it semi-professional, though: Saying you like to have a few beers at the local hot spot on Saturday night is fine. Telling them that Monday is usually a rough day for you because you're always hungover is not.)

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### **Question # 23**

How would you be an asset to us As Customer Communications Specialist?

### **Answer:-**

Think again about the job specification and the skills needed for this role As Customer Communications Specialist. Have a paragraph prepared highlighting how you will be able to do the job and what you can bring to the team. It goes without saying that this paragraph should be positive.

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### **Question # 24**

Are You a 'People' Person?

### **Answer:-**

Although it may be phrased a little differently, the gist of this question is clear:

Do you like being around people? If you don't, being a medical assistant isn't a good fit for you. After all, you'll be working directly with patients throughout the day. It helps a lot if you sincerely like interacting with them. While answering this question, make sure to mention that you like helping people too. This will drive home the point that you are a talented medical assistant and would be a valuable part of the team As Customer Communications Specialist.

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### **Question # 25**

What makes you a good manager?

### **Answer:-**

Describe how you manage people, time, money and energy in the most effective manner to achieve the best return of that investment.

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### **Question # 26**

What is the most important quality a supervisor should have?

### **Answer:-**

The ability to inspire / lead a team towards one common vision.

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### **Question # 27**

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 # 28**

What motivates you to work As Customer Communications Specialist?

### **Answer:-**

Describe what makes you passionate about the work. It could be the company's vision, the product, your desire to succeed, the clients, your peers and so on. They key is to first understand what internally motivates you to do your job and then to emphasize that in a positive way

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### **Question # 29**

If hired, how do you intend on making a difference with our company?

### **Answer:-**

Dedicate myself to learn everything about the new company that I can, look for ways and ideas that could improve, processes, safety, removing obstacles from the associates, I want to advance within the company.

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### **Question # 30**

What are your lifelong dreams?

### **Answer:-**

If your dreams don't relate to the job closely, make sure you highlight aspects of the job that will help develop the skills that will help you with your dreams. Ideally, you want your dreams to relate strongly to the career path you're interviewing for though.

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### **Question # 31**

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 # 32**

What other jobs are you applying for As Customer Communications Specialist?

#### **Answer:-**

If you're applying with other similar companies in a similar or the same industry, it's actually okay to state that as it shows you're valued and wanted.

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### **Question # 33**

Who are your role models? Why?

#### **Answer:-**

If possible, cite role models you're truly passionate about - passion is contagious and will show you're being genuine. If the role model is in the same or similar industry as the company in an executive level position, even better.

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### **Question # 34**

What is it about this position As Customer Communications Specialist that attracts you the most?

#### **Answer:-**

Use your knowledge of the job description to demonstrate how you are a suitable match for the role.

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### **Question # 35**

What are your salary requirements As Customer Communications Specialist?

#### **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 # 36**

Explain me about a challenge or conflict you've faced at work As Customer Communications Specialist, and how you dealt with it?

#### **Answer:-**

In asking this interview question, your interviewer wants to get a sense of how you will respond to conflict. Anyone can seem nice and pleasant in a job interview, but what will happen if you're hired?. Again, you'll want to use the S-T-A-R method, being sure to focus on how you handled the situation professionally and productively, and ideally closing with a happy ending, like how you came to a resolution or compromise.

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### **Question # 37**

What role do you see technology playing in this role?

#### **Answer:-**

Technology is important to almost every job today but it's not meant to be abused. I believe it's important to increase productivity and not for personal use.

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### **Question # 38**

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 # 39**

Do you value recognition or pay more? Why?

#### **Answer:-**

Either preference is fine, but just remember you have to be able to explain why. If you say recognition, then back that up by describing how achievement really carries weight with you and how you like to feel valued in the work that you do because it validates that you're helping your teammates / customers and so forth. If you choose money, you can also explain that is important to you as validation and you can highlight how money is important to you because of your goals (financial security, providing for your family, and so forth). The key is to be authentic with your answer. However, if you say you value pay more because you're greedy - know



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that doesn't align usually to most company's values/vision.

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### **Question # 40**

Why are you interested in this type of job As Customer Communications Specialist?

**Answer:-**

You're looking for someone who enjoys working with the elderly, or a caring, sociable, and nurturing person.

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### **Question # 41**

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 # 42**

Why should we select you not others?

**Answer:-**

Here you need to give strong reasons to your interviewer to select you not others. Sell yourself to your interviewer in interview in every possible best way. You may say like I think I am really qualified for the position. I am a hard worker and a fast learner, and though I may not have all of the qualifications that you need, I know I can learn the job and do it well."

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### **Question # 43**

What would you do if our competitor offered you a position As Customer Communications Specialist?

**Answer:-**

I would weigh the offer and consider it, however, this company and this role is my first choice.

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### **Question # 44**

Give me an example of an emergency situation that you faced. How did you handle it?

**Answer:-**

There was a time when one of my employers faced the quitting of a manager in another country. I was asked to go fill in for him while they found a replacement and stay to train that person. I would be at least 30 days. I quickly accepted because I knew that my department couldn't function without me.

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### **Question # 45**

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 # 46**

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 # 47**

Explain an idea that you have had and have then implemented in practice?

**Answer:-**

Often an interview guide will outline the so-called 'STAR' approach for answering such questions; Structure the answer as a situation, task, action, and result: what the context was, what you needed to achieve, what you did, and what the outcome was as a result of your actions.

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### **Question # 48**

Do you have good computer skills?



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### **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 # 49**

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 # 50**

What were the responsibilities of your last position As Customer Communications Specialist?

### **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 # 51**

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 # 52**

Why should we hire you as this position As Customer Communications Specialist?

### **Answer:-**

This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player.

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### **Question # 53**

Explain me about a time when you reached a goal within a tight deadline?

### **Answer:-**

I work well under pressure to meet deadlines without jeopardizing the quality of my work. I have always worked in a fast pace environment where we are constantly under pressure to achieve best results within a time frame.

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### **Question # 54**

How do you decide what to delegate and to whom?

### **Answer:-**

Identify the strengths of your team members and their availability based on the priorities they have on their plate. From there, invest the tasks upon each member based on where you think you'll get the best return.

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### **Question # 55**

How much time do you need to join the organization As Customer Communications Specialist?

### **Answer:-**

You should be able to join it right away, barring plans you've already made (family travel, vacation, other obligations). The key is to simply be open in communication of what's already committed on your schedule. Most companies are accommodating. If they are not, weight the importance of joining that company vs. your plans.

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### **Question # 56**

Describe to me the position As Customer Communications Specialist 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 # 57**

How do you evaluate your ability to handle conflict?

#### **Answer:-**

I pride myself on being a good problem solver. Through my previous job and management positions I have faced numerous conflicts in different situations, and my experiences have helped me to hone my issue resolution skills. I believe that it is important to get to and address the root of the issue, in a respectable manner.

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### **Question # 58**

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 # 59**

What's the least rewarding work you've ever done and why?

#### **Answer:-**

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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### **Question # 60**

Are you planning to continue your studies and training As Customer Communications Specialist?

#### **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 # 61**

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 # 62**

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 # 63**

How do you keep each member of the team involved and motivated?

#### **Answer:-**

Many managers mistakenly think that money is the prime motivator for their employees. However, according to surveys by several different companies, money is consistently ranked five or lower by most employees. So if money is not the best way to motivate your team, what is?

Employees' three most important issues according to employees are:

- \* Respect
- \* A sense of accomplishment
- \* Recognition

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### **Question # 64**

How do you handle stressful situations?

#### **Answer:-**

By remaining calm, weighing out all my options and executing a plan to get the situation resolve .

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