

# Customer Service Front Desk Interview Questions And Answers Guide.



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# Customer Service Front Desk Job Interview Preparation Guide.

## Question # 1

What do you consider to be your greatest strength?

### Answer:-

There isn't any right answer. Just make sure to make your response positive and true. A few good examples include: Your ability to solve complex problems, Your ability to work well on a team, Your ability to shine under pressure, Your ability to focus in chaotic situations, Your ability to prioritize and organize, Your ability to cut through the fluff to identify the real issues, Your ability to influence other positively. If your strength relates to the position in question that will be more beneficial - but again be honest, don't create a strength for yourself just because you think it will sound good.

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## Question # 2

Tell me about a time when you had to make a decision without all the information you needed. How did you handle it As Customer Service Front Desk? Why? Were you happy with the outcome?

### Answer:-

In many scenarios, you will not have all the information needed. The key is to make the best possible decision based on what you deem to be a sufficient amount of information.

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## Question # 3

Tell me about a time when you had to use your presentation skills to influence someone's opinion As Customer Service Front Desk?

### Answer:-

Example stories could be a class project, an internal meeting presentation, or a customer facing presentation.

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## Question # 4

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 As Customer Service Front Desk, 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 # 5

Can you describe your ideal boss/supervisor?

### Answer:-

During the interview As Customer Service Front Desk process employers will want to find out how you respond to supervision. They want to know whether you have any problems with authority, If you can work well as part of a group (see previous question) and if you take instructions well etc. Never ever ever, criticize a past supervisor or boss. This is a red flag for airlines and your prospective employer will likely assume you are a difficult employee, unable to work in a team or take instruction and side with your former employer.

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## Question # 6

Tell me about a time when you were forced to make an unpopular decision?

### Answer:-

Not every decision is popular. In fact, almost every decision is bound to make someone unhappy at some point. The key is to demonstrate how it impacted others positively and why you chose it.



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### **Question # 7**

Do you work well within a team?

#### **Answer:-**

Some people are thrown when they are asked this Customer Service Front Desk question when they are applying for a position to work alone. Every company works as a team, so you are a good team player, give an example of when you have worked well within a team.

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### **Question # 8**

Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation? What obstacles or difficulties did you face? How did you deal with them?

#### **Answer:-**

First, the key is to state the differences in personality to give the interviewer some background. Second, you want to discuss how that was affecting the situation. Third, show how you were able to adapt to the way the person wanted to be communicated with to achieve your goals

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### **Question # 9**

Why do you want this job As Customer Service Front Desk?

#### **Answer:-**

This question typically follows on from the previous one. Here is where your research will come in handy. You may want to say that you want to work for a company that is Global Guideline, (market leader, innovator, provides a vital service, whatever it may be). Put some thought into this beforehand, be specific, and link the company's values and mission statement to your own goals and career plans.

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### **Question # 10**

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 # 11**

What's your dream job?

#### **Answer:-**

Along similar lines, the interviewer wants to uncover whether this position As Customer Service Front Desk 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 # 12**

Explain me about a problem or disagreement you had with previous supervisor?

#### **Answer:-**

This question is trap. It is meant to see whether or not you'll speak poorly of an employer. No one wants to hire someone who's going to speak poorly of them down the road. Stay upbeat and positive - and most of all don't say anything negative about a previous employer.

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### **Question # 13**

What have you learned from mistakes on this 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 # 14**

How do you prioritize your work?

#### **Answer:-**

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Customer Service Front Desk on the things that need to get done, and done quickly... While balancing the other work alongside our first priorities.

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### **Question # 15**

Tell me about a time when you helped resolve a dispute between others?



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### **Answer:-**

Be sure to discuss a very specific example. Tell the interviewer what methods you used to solve the problem without focusing on the details of the problem.

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### **Question # 16**

How do you handle confidentiality in your work?

### **Answer:-**

Often, interviewers will ask questions to find out the level of technical knowledge As Customer Service Front Desk 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 # 17**

What are your strengths As Customer Service Front Desk?

### **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 Service Front Desk where accuracy is an important issue, one of your strengths could be that you have an eye for detail. It may be useful to find different words to describe similar attributes and qualities in order to avoid repetition.

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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 Service Front Desk.

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### **Question # 19**

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 # 20**

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 # 21**

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 # 22**

How would you describe your approach to Customer Service Front Desk?

### **Answer:-**

In more general terms, a question such as this gives a candidate the opportunity to talk about their professional philosophy and skills. While the question is general in nature, the best answers are usually quite specific, picking one or two points and exemplifying them with instances from personal history.

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### **Question # 23**

What classes did you enjoy most in college and why?

### **Answer:-**

Think back to the classes that either resonated with your passion or truly helped you to develop skills that you believe will help you in your career. Talk about those.



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### Question # 24

What makes a product successful?

#### Answer:-

Basing on the monetization, these questions give you the chance to prove your personal try. Do not show extremely your optimism and pursue the unreality. Give your answers the reality.

It is useful to predict a five to ten- year- scenario of expectations in order to gain your targets that you set up and it is the period of time to see how your plans and targets are performed.

Therefore, the quality of the product and marketability of the mentioned industry need to be highlighted. This will help you to achieve the interviewer's attention and insurance to you personality and you can get the honest and long- term goals.

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### Question # 25

How would you be an asset to us As Customer Service Front Desk?

#### Answer:-

Think again about the job specification and the skills needed for this role As Customer Service Front Desk. 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 # 26

What other companies are you interviewing with?

#### Answer:-

Companies ask this for a number of reasons, from wanting to see what the competition is for you to sniffing out whether you're serious about the industry. "Often the best approach is to mention that you are exploring a number of other similar options in the company's industry.". It can be helpful to mention that a common characteristic of all the jobs you are applying to is the opportunity to apply some critical abilities and skills that you possess. For example, you might say 'I am applying for several positions with IT consulting firms where I can analyze client needs and translate them to development teams in order to find solutions to technology problems.'

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### Question # 27

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 # 28

What differentiates you from the competition?

#### Answer:-

Think about what you bring to the table that you truly believe is unique - the easiest way to do is to think of your own personal stories that demonstrate your work ethic, skills, and dedication. Most people have some or all of those skills, but the unique stories are what make people stand out in interviews.

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### Question # 29

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 # 30

What are your thoughts on social media for this role?

#### Answer:-

Without a doubt, social media is becoming more and more pervasive in our jobs. You should stress that social media is not appropriate for personal use at work. However, if the company embraces social media in certain departments (for example marketing), then you may want to discuss how you could use it for work (as long as it applies to your role).

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### Question # 31

How well do you know this industry?

#### Answer:-

Two things businesses need to pay attention to in their industries are what their competition is doing and the customers. You may not always agree with your



competitors but it is important to be aware of what changes they are making. Very well. I have been in the industry for over 6 years.

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### Question # 32

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 Service Front Desk.

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### Question # 33

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 # 34

What are your thoughts on failure?

**Answer:-**

Failure happens. It's a part of life. The key is understanding that you can't be perfect at everything and more importantly you're going to learn from failures to come out stronger.

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### Question # 35

How articulate are you in expressing your ideas?

**Answer:-**

One of the best ways to answer this question is clearly articulate three points that demonstrate how articulate you are (and in a sense show that in a live setting) - for example: "I would say I'm articulate because one, I typically gather my thoughts before speaking, two, I organize my thoughts well, and three I'm concise when making a point.

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### Question # 36

What are your salary requirements As Customer Service Front Desk?

**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 # 37

What challenges are you looking for in this position?

**Answer:-**

A typical interview question to determine what you are looking for your in 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 Customer Service Front Desk?" 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 # 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

If someone had to say something negative to you, what would they say?

**Answer:-**



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Again, be honest about sharing a story here about someone who may not have gotten along with you in the office here and explain how you were able to fix that relationship or change your attitude/action to be a better person / coworker.

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### **Question # 40**

What type of personalities do you work best with and why?

**Answer:-**

Think of which personalities you work best with (do you like outgoing, collaborative, personable working relationships and so forth?)

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### **Question # 41**

Why should I hire you As Customer Service Front Desk?

**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 question 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 # 42**

What motivates you to work As Customer Service Front Desk?

**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 # 43**

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 # 44**

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 # 45**

What do you think is your greatest weakness?

**Answer:-**

Don't say anything that could eliminate you from consideration for the job. For instance, "I'm slow in adapting to change" is not a wise answer, since change is par for the course in most work environments. Avoid calling attention to any weakness that's one of the critical qualities the hiring manager is looking for. And don't try the old "I'm a workaholic," or "I'm a perfectionist."

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### **Question # 46**

What is your biggest achievement?

**Answer:-**

Quality work to be is about doing work to the require or set standard, which is very important when it comes to warehouse operations.

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### **Question # 47**

Why do you want to work As Customer Service Front Desk for this organisation?

**Answer:-**

Being unfamiliar with the organisation will spoil your chances with 75% of interviewers, according to one survey, so take this chance to show you have done your preparation and know the company inside and out. You will now have the chance to demonstrate that you've done your research, so reply mentioning all the positive things you have found out about the organisation and its sector etc. This means you'll have an enjoyable work environment and stability of employment etc - everything that brings out the best in you.

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### **Question # 48**

How would you rate your communication and interpersonal skills for this job As Customer Service Front Desk?



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### **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 # 49**

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 # 50**

What would you like to have accomplished by the end of your career?

### **Answer:-**

Think of 3 major achievements that you'd like to accomplish in your job when all is said and done - and think BIG. You want to show you expect to be a major contributor at the company. It could be creating a revolutionary new product, it could be implementing a new effective way of marketing, etc.

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### **Question # 51**

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 # 52**

Why should the we hire you as this position As Customer Service Front Desk?

### **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**

Do you work well under pressure?

### **Answer:-**

Yes.. When it comes down to the wire, the best thing I can to remain focused, have some flexibility, and understand priorities.. Giving them attention in the order they are needed.

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### **Question # 54**

What schedule do you hope to work? Are you willing to work extra hours?

### **Answer:-**

Be honest. If you really want the job and are willing to work any schedule needed, say so. If, however, you have no intention of working late hours or weekends, simply let the interviewer know the hours that you are available to work. The same applies to extra hours. You are more likely to be hired if you are willing to work any time you are needed. However, saying that you are willing and then complaining about the hours once you start working is a recipe for disaster.

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### **Question # 55**

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 # 56**

How would your friends describe you?

### **Answer:-**

My friends would probably say that I'm extremely persistent - I've never been afraid to keep going back until I get what I want. When I worked as a program developer, recruiting keynote speakers for a major tech conference, I got one rejection after another - this was just the nature of the job. But I really wanted the big





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players - so I wouldn't take no for an answer. I kept going back to them every time there was a new company on board, or some new value proposition. Eventually, many of them actually said "yes" - the program turned out to be so great that we doubled our attendees from the year before. A lot of people might have given up after the first rejection, but it's just not in my nature. If I know something is possible, I have to keep trying until I get it.

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### **Question # 57**

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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### **Question # 58**

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

#### **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 # 59**

What is your greatest weakness As Customer Service Front Desk? What are you doing to improve it?

#### **Answer:-**

I believe my biggest weakness As Customer Service Front Desk 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 # 60**

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 # 61**

Explain me about your experience working in this field As Customer Service Front Desk?

#### **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 # 62**

Why are you leaving your current job?

#### **Answer:-**

This is a toughie, but one you can be sure you'll be asked. Definitely keep things positive-you have nothing to gain by being negative about your past employers. Instead, frame things in a way that shows that you're eager to take on new opportunities and that the role you're interviewing for is a better fit for you than your current or last position. For example, "I'd really love to be part of product development from beginning to end, and I know I'd have that opportunity here." And if you were let go? Keep it simple: "Unfortunately, I was let go," is a totally OK answer.

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### **Question # 63**

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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### **Question # 64**

What are your salary expectations As Customer Service Front Desk?

#### **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



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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 your 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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- 2 : [Desktop Support Frequently Asked Interview Questions and Answers Guide.](#)
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