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# Front Office Associate Job Interview Preparation Guide.

## Question #1

How have you made an impact on your team in the past?

#### Anewor-

I would explain and show to him or her best way possible and if they have a better way then I will encourage him or her to let me know then we can see if it works or not As Front Office Associate.

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#### Question # 2

Tell me about a time when you had to think strategically?

#### Answer-

There was a time when I was told I had to get rid of 20% of my people. I had to determine which persons I needed the most by determining who could do what. I had to put aside personal feelings so that I could keep a working crew to handle he same workload with less people.

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## Question #3

What critical component of this position As Front Office Associate 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 As Front Office Associate (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 # 4

What do you think about Teamwork?

## Answer:-

I enjoy teamwork and am used to shift work. I think I would adapt well to the role. I am looking for new challenges As Front Office Associate and I know I would learn a lot as cabin crew, not just about people and places, but skills like first aid too, how can I help others with in my limits.

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## Question # 5

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 # 6

Did you get on well with your last manager?



#### Answer:-

A dreaded question for many! When answering this question never give a negative answer. "I did not get on with my manager" or "The management did not run the business well" will show you in a negative light and reduce your chance of a job offer. Answer the question positively, emphasizing that you have been looking for a career progression. Start by telling the interviewer what you gained from your last job As Front Office Associate

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## Question #7

How do you handle conflicts with people you supervise?

#### Answer.

At first place, you try to avoid conflicts if you can. But once it happens and there's no way to avoid it, you try to understand the point of view of the other person and find the solution good for everyone. But you always keep the authority of your position.

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## Question #8

How would you describe your approach to Front Office Associate?

#### 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 # 9

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

#### Answer:-

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

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## Question # 10

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 # 11

Tell me an occasion when you needed to persuade someone to do something?

## Answer:-

Interpersonal relationships are a very important part of being a successful care assistant. This question is seeking a solid example of how you have used powers of persuasion to achieve a positive outcome in a professional task or situation. The answer should include specific details.

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## Question # 12

What is your greatest strength? How does it help you As Front Office Associate?

## 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 # 13

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 # 14

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

## Answer:-

Everyone disagrees with the boss from time to time, but in asking this interview question As Front Office Associate, hiring managers want to know that you can do so



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

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## Question # 15

Describe to me the position As Front Office Associate you're applying for?

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.

## Question # 16

Do you have any question regarding this job As Front Office Associate?

#### Answer:-

Never ask Salary, perks, leave, place of posting, etc. regarded questions. Try to ask more about the company to show how early you can make a contribution to your organization like. "Sir, with your kind permission I would like to know more about induction and developmental programs?" OR Sir, I would like to have my feedback, so that I can analyze and improve my strengths and rectify my shortcomings.

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#### Question # 17

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 # 18

Explain an occasion when you had to adapt in the face of a difficult situation?

One of the most useful interview tactics is to remain positive about your work and achievements. This question lets the candidate draw on their own personal history to show how they have been positive and successful in the face of difficulties. Choose a specific occasion to describe, rather than dealing with generic platitudes.

## Question # 19

Have you got any questions?

## Answer:-

This is your final opportunity to persuade the interviewer that you are the right candidate for the job. Now is not the time to ask questions about holidays, pay or pensions - all these things can be asked later when you get an offer of employment. Now is the time to ask about any reservations that the interviewer may have about your suitability for the role. You will then give yourself one last chance to persuade the interviewer that you are the right candidate for the job.

Example Thank you. I think we have covered everything. Before we finish the interview I would like to take the opportunity to ask if you have any reservations about my suitability for this role?

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## Question # 20

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

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

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## Question # 21

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

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

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## Question # 22

What are three positive things your last boss would say about you?

It's time to pull out your old performance appraisals and boss's quotes. This is a great way to brag about yourself through someone else's words:

"My boss has told me that I am the best designer he has ever had. He knows he can rely on me, and he likes my sense of humor."



#### Question # 23

What is your greatest weakness As Front Office Associate? What are you doing to improve it?

#### Answer-

I believe my biggest weakness As Front Office Associate 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 # 24

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 # 25

Where do you see yourself professionally five years from now As Front Office Associate?

#### Answer.

Demonstrate both loyalty and ambition in the answer to this question. After sharing your personal ambition, it may be a good time to ask the interviewer if your ambitions match those of the company.

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#### Question # 26

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 # 27

What features of your previous jobs have you disliked?

## Answer:-

It's easy to talk about what you liked about your job in an interview, but you need to be careful when responding to questions about the downsides of your last position. When you're asked at a job interview about what you didn't like about your previous job, try not to be too negative. You don't want the interviewer to think that you'll speak negatively about this job or the company should you eventually decide to move on after they have hired you.

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## Question # 28

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 # 29

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 #30

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 #31

Are you currently looking at other job opportunities?

Just answer this question honestly. Sometime an employer wants to know if there are other companies you're considering so that they can determine how serious you are about the industry, they're company and find out if you're in demand. Don't spend a lot of time on this question; just try to stay focused on the job you're interviewing for.

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## Question # 32

What is your dream job?

There is almost no good answer to this question, so don't be specific. If you tell the interviewer that the job you're applying for with his/her company is the perfect job you may loose credibility if you don't sound believable (which you probably won't if you're not telling the truth.) If you give the interviewer some other job the interviewer may get concerned that you'll get dissatisfied with the position if you're hired. Again, don't be specific. A good response could be, "A job where my work ethic and abilities are recognized and I can make a meaningful difference to the organization.

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## Question # 33

Describe your management style?

#### Answer:-

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

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#### Question # 34

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

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 # 35

What has been your biggest professional disappointment?

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 # 36

What is your desired salary As Front Office Associate?

## 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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## Question # 37

Top 11 Interview Questions to Ask when Emotional Intelligence Matters As Front Office Associate:

Emotional intelligence, or EQ, has come into vogue as a good trait to hire for.

EQ is the ability to use emotional information to guide thinking and behavior, to recognize other people's emotions and your own, and to discriminate between different feelings and label them appropriately.

EQ is considered essential to help teams function well. Here are some of the top questions for help you get an idea of how candidates perceive their emotions and

- 1. If you started a company today, what would its top values be?
- 2. Who inspires you? Why?
- 3. How could you create more balance in your life?
- 4. What makes you angry?
- 5. How do you have fun?
- 6. How good are you at asking for help?
- 7. How did you deal with a bad day?
- 8. What's something you're really proud of? Why?
- 9. Tell me about a time when your mood altered your performance (positively or negatively).
- 10. Has there ever been a time when you felt you needed to change your behavior at work? How did you do it?
- 11. Did you create friendships that lasted while working at a previous job?

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#### Question #38

What do you consider to be your greatest achievement so far and why?

#### Answer-

Be proud of your achievement, discuss the results, and explain why you feel most proud of this one. Was it the extra work? Was it the leadership you exhibited? Was it the impact it had?

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## Question #39

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 # 40

Where do you see yourself in 5 years with your career?

#### Answer-

Be sure to paint a clear picture of your career vision that demonstrates your aspirations and goals that are realistic. This could emphasize increased responsibility, the ability to manage people and so forth

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#### Question # 41

Why do you want to work in this industry As Front Office Associate?

#### Answer:-

Make sure you research the industry first. Then find at least 3 core things about that industry that you're passionate about (for example: how their solutions impact clients, their culture, the leadership, etc)

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## Question # 42

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 # 43

What is your perception of taking on risk?

## Answer:-

You answer depends on the type of company you're interviewing for. If it's a start up, you need to be much more open to taking on risk. If it's a more established company, calculated risks to increase / improve the business or minimal risks would typically be more in line.

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## Question # 44

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 # 45

Do you have the ability to articulate a vision and to get others involved to carry it out?

## Answer:-

If yes, then share an example of how you've done so at work or college. If not, then discuss how you would do so. Example: "I would first understand the goals of the staff members and then I would align those to the goals of the project / company. Then I would articulate the vision of that alignment and ask them to participate. From there, we would delegate tasks among the team and then follow up on a date and time to ensure follow through on the tasks. Lastly, we would review the results together."

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## Question # 46

How do you inspire others to be better?

## Answer:-

First, the key to inspiring others it to first understand what their goals and objectives are. Once you understand what people want, you can inspire them with a vision that aligns to what they care about. People generally care about having purpose, being successful (and being recognized for it), contributing in a meaningful way, and financial rewards (to a degree) and much more. Then once you understand what people set as goals, you can inspire them through 1:1 pep talks, a presentation to



multiple people and so forth.

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## Question # 47

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 #48

How do you act when you encounter competition?

#### Answer:-

This question is designed to see if you can rise the occasion. You want to discuss how you are the type to battle competition strongly and then you need to cite an example if possible of your past work experience where you were able to do so.

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#### Question # 49

Give me an example of when you competed hard and won?

#### Answer-

You can reference many different areas here when discussing a story of where you won in competition: Work experience (ideal), sports, clubs, classes, projects.

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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'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 # 52

Give me a few examples of how you're results oriented?

## Answer:-

Make you give an example where you discuss details and metrics. For example, I was a tutor in my last job and mentored 5 students on their SAT test taking skills and raised their scores by 15% on average after a 3 month teaching stint.

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## Question # 53

What are your thoughts about working from home?

## Answer:-

This is a new policy some companies are adopting. If the company you are interviewing for allows for it, then you should be thankful for the flexibility and convenience yet state that working from home is a privilege that you would honor. The key point you want to make is that you would still be able to focus and be just as productive working at home.

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## Question # 54

Describe a time when you've been overwhelmed with work?

## Answer:

Show how you were able to over the "overwhelmed" feeling - by delegating tasks, getting people on your team to help you out, or by prioritizing your work and focusing on the most important issues first As Front Office Associate.

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## Question # 55

Describe what a "lot of work" looks like to you As Front Office Associate?



#### Answer:-

Ideally you'd like to state that you can take on a lot of work - this shows your work ethic, but at the same time it's okay to tell them that you value work and life balance.

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## Question #56

What is your personal mission statement?

#### Answer:

Is it to conquer the world? Is it to become a CEO? Is it to give back to the community? Is it to inspire others? Define your statement by stating a clear vision of how you want to make an impact on the world with your work.

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## Question # 57

What are the qualities of a good leader As Front Office Associate? A bad leader?

#### Answer.

A good leader provides constructive criticism, motivates and inspires, coaches the mentee to be successful with their set of skills, and encourages them to push themselves. A bad leader only cares about his/her own interests and does not look out for the success of his/her staff.

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## Question #58

How do you feel about taking no for an answer?

#### Answer:-

It's good to be persistent, but not overbearing. Everyone will face rejection at some point in their life, so at some point you'll have to take no for an answer but then learn why you were turned down.

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## Question #59

Tell me the difference between good and exceptional?

#### Answer:-

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

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## Question # 60

What kind of car do you drive?

## Answer:-

The only time this might matter is if the job requires a certain type of car because of the responsibilities. For example, if you need to load a lot of construction materials into your car, you'll probably need a truck.

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## Question # 61

If I were to give you this salary you requested but let you write your job description for the next year, what would it say?

## Answer:

It should say the same thing - after all - if you think this salary is fair then it should suit the responsibilities!

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## Question #62

Describe a time when you had to help a coworker out that did not directly benefit you?

## Answer:-

There should be many times where you've assisted others As Front Office Associate. If you haven't, think of how you would in the future. You can discuss charitable causes, how you mentored someone, and so on.

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## Question #63

How do you rate yourself in computer skills? Please describe the programs and software that you can use well?

## Answer-

Ideally you want to able to type quickly, have the ability to effectively use Microsoft Office, and more importantly be able to quickly adapt to computer / technology skills. More and more it's become an integral part of work. If the job doesn't require technology skills - then this question shouldn't be asked!

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## Question # 64

How does your present position differ from past ones?



#### Answer:-

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

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## Question #65

Are you aggressive?

#### Answer:

If you are, describe it through a story / experience that you had. If you aren't, then explain why you're not. If the job role asks for you to be aggressive/not aggressive and you're the opposite of it, explain how you would develop that characteristic.

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## Question #66

In your last job what kinds of pressure did you encounter and how did you react As Front Office Associate?

#### Answer:-

Do not show your fear or uneasiness in handling pressure, Everyone likes to have a worker who can handle pressure calmly and with a clear train of thought. Show how you would logically come to a conclusion in a pressure filled situation.

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## Question # 67

How would your references describe you?

#### Answer:-

Think of three major characteristics that demonstrate your best qualities related to work and then have quick stories to describe why.

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#### Question # 68

Name five characteristics that describe you?

## Answer:-

Here are a few you could choose from:

Hard working, strong willed, persistent, intelligent, adept, amicable, friendly, collaborative, eager, humble.

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## Question #69

Are you willing to work in shifts?

## Answer:

If the job calls for shifts that vary, be ready to do that for your work. If you aren't open to that, then explain why and see if they can adjust it for you.

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# Question # 70

What was the biggest professional risk you have taken and what was the outcome?

## Answer:

First discuss how you weighed the pros and cons of the risk and the results you'd believe you could achieve. Then discuss the action plan you put into place for it and outline that step by step. Then discuss the outcome and if it wasn't optimal talk about what you would do differently in hindsight.

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