

# **Inbound Call Center Agent Interview Questions And Answers Guide.**



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# Inbound Call Center Agent Job Interview Preparation Guide.

### Question # 1

If you were given more initiatives than you could handle, what would you do?

#### Answer:-

First prioritize the important activities that impact the business most. Then discuss the issue of having too many initiatives with the boss so that it can be offloaded. Work harder to get the initiatives done.

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### Question # 2

Tell me about a problem that you've solved in a unique or unusual way. What was the outcome? Were you happy or satisfied with it?

#### Answer:-

In this question the interviewer is basically looking for a real life example of how you used creativity to solve a problem.

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### Question # 3

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 # 4

Would you like doing repetitive work?

#### Answer:-

Why not, I am not only doing a repetitive work but also earning but also getting a good salary by the company As Inbound Call Center Agent. And second thing is that nothing is interesting in the life till we are not interested.

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### Question # 5

How well do you know our company?

#### Answer:-

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

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### Question # 6

What makes you right for this position?

#### Answer:-

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

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### Question # 7

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



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but eventually need to get done... I like to focus my work As Inbound Call Center Agent 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 # 8**

Explain me what do you know about our company?

**Answer:-**

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

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

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### **Question # 9**

Why was there a gap in your employment As Inbound Call Center Agent?

**Answer:-**

If you were unemployed for a period of time, be direct and to the point about what you've been up to (and hopefully, that's a litany of impressive volunteer and other mind-enriching activities, like blogging or taking classes). Then, steer the conversation toward how you will do the job and contribute to the organization: "I decided to take a break at the time, but today I'm ready to contribute to this organization in the following ways."

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### **Question # 10**

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 # 11**

What type of salary are you looking for?

**Answer:-**

This can be a very tricky question as the individual asking it is probably digging for something other than a simple answer to the question. We recommend that you don't immediately respond to the question directly. Instead, say something like, "That a difficult question. What is range for this position?" More often than not the interviewer will tell you. If the interviewer insists on direct answer you may want say that it depends on the details of the job - then give a wide salary range.

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### **Question # 12**

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 # 13**

Are you able to relocate if required?

**Answer:-**

Be completely honest and thoughtful with this one. You don't want to wake up one to find out that you're moving to a new city or state and it may be a major factor in your eligibility for employment. But again, if you don't want to move then the job probably isn't for you.

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### **Question # 14**

What is your greatest professional achievement?

**Answer:-**

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

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### **Question # 15**

Tell me about a time you failed?

**Answer:-**

Everyone has failed, so don't play dumb or claim you've never messed up As Inbound Call Center Agent. Think of a time when a work-related situation didn't turn out



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quite as you had hoped. An interviewer is interested in seeing how you took responsibility for your failure, what you learned from it, and how you would prevent similar failures from happening again.

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### **Question # 16**

How well do you perform under pressure?

**Answer:-**

This is a fair question, as potential employers want to know if you're going to be able to get the job done even when things get a little bit stressful. You may say that you thrive under pressure or that you're able to get the job done even when things get a little bit stressful, just make sure to provide some real world examples of your ability to work under pressure in a prior job.

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### **Question # 17**

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 Inbound Call Center Agent.

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### **Question # 18**

What qualities do you look for in a boss?

**Answer:-**

Remain optimistic and do not be too specific. Good attributes include moral character, honesty, and intelligence since managers usually believe they possess these qualities.

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### **Question # 19**

Describe a time when you anticipated potential problems and developed preventive measures?

**Answer:-**

The key here is to show that you were proactive. How did you find out about the potential problems? How did you address it quickly?

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### **Question # 20**

Why are you interested in working As Inbound Call Center Agent for [insert company name here]?

**Answer:-**

Bad Answer: They don't have a good reason, or provide a generic answer, "I think it represents a great opportunity."

Good answer: One that shows they've done research on the company, and are truly excited about specific things they can do at the job. This not only shows enthusiasm for the work and basic preparation skills, gives you clues about the cultural fit.

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### **Question # 21**

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 # 22**

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 # 23**

How do you handle your anger?

**Answer:-**

I don't get angry very easily but in the rare occasion that I do, I hold it in and act as though nothing is wrong.

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### **Question # 24**



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What did you major in and why?

**Answer:-**

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

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**Question # 25**

What will your ramp time be before you become a meaningful contributor?

**Answer:-**

Companies want staff that can ramp quickly, but also want people who are realistic. So take into consideration how intense the job is and then give a good answer. For example, if you have simple responsibilities that don't require a huge development curve, then your ramp time will probably be shorter. If it's a complex set of skills that you need to develop, then your ramp time could be longer - the key is you have to explain why you believe that ramp time should be.

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**Question # 26**

What do you like to do outside of work?

**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 # 27**

How long do you envision yourself staying with this company?

**Answer:-**

Understand that companies invest a lot of money into hiring the right staff. You want to emphasize that you are in it for the long run and you want to develop a career there and that it's not just a "5 month stepping stone" type of a job. You should be thinking how you're going to grow with that company. After all, don't you want to invest your energy and time with a company that is going to continue to be successful and one that will help you grow?

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**Question # 28**

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 # 29**

What are ideas or initiatives you've led and what was the outcome?

**Answer:-**

Describe your most unique ideas and initiatives that had the best results for the company. Make sure you highlight your creativity, your results, your diligence and your ability to execute.

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**Question # 30**

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 # 31**

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 # 32**

What do you consider to be your weaknesses?

**Answer:-**

What your interviewer is really trying to do with this question-beyond identifying any major red flags-is to gauge your self-awareness and honesty. So, "I can't meet a deadline to save my life As Inbound Call Center Agent" is not an option-but neither is "Nothing! I'm perfect!" Strike a balance by thinking of something that you



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struggle with but that you're working to improve. For example, maybe you've never been strong at public speaking, but you've recently volunteered to run meetings to help you be more comfortable when addressing a crowd.

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### **Question # 33**

Suppose there are three light switches outside a room. Inside is a single light bulb, controlled by one of the three switches. You need to determine which switch operates the bulb. You can turn the switches on and off as many times as you wish (they are all off to begin with), but may only enter the room once. There is no one there to help you. The door to the room is closed, and there are no windows, so you cannot see inside. How can you discover which switch operates the bulb?

#### **Answer:-**

Do the following steps:

- \* 1. Turn ON two switches, and leave one OFF.
- \* 2. Wait a few minutes.
- \* 3. Turn one switch from ON to OFF. One is now ON and two are OFF
- \* 4. Enter the room. - If the light is ON, it is controlled by the switch you left ON. - If the light bulb is OFF, touch it. If it is warm it is controlled by the switch you turned ON and OFF. If it is cold, it is controlled by the switch you never turned on.

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### **Question # 34**

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 Inbound Call Center Agent?" 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 # 35**

What are you passionate about?

#### **Answer:-**

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

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### **Question # 36**

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 # 37**

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 # 38**

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 # 39**

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 # 40**

Do you work well on a team? How would you define teamwork?

#### **Answer:-**



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I would define team work as getting the job done As Inbound Call Center Agent whether that means if I have to do more then the guy next to me as long as the work gets finished.

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### **Question # 41**

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 # 42**

What do you think we could do better or differently?

**Answer:-**

This is a common one at startups. Hiring managers want to know that you not only have some background on the company, but that you're able to think critically about it and come to the table with new ideas. So, come with new ideas! What new features would you love to see? How could the company increase conversions? How could customer service be improved? You don't need to have the company's four-year strategy figured out, but do share your thoughts, and more importantly, show how your interests and expertise would lend themselves to the job.

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### **Question # 43**

Give an example of a time you successfully worked As Inbound Call Center Agent on a team?

**Answer:-**

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

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### **Question # 44**

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 # 45**

What does quality work mean to you?

**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 # 46**

How have you changed in the last five years?

**Answer:-**

All in a nutshell. But I think I've attained a level of personal comfort in many ways and although I will change even more in the next 5-6 years I'm content with the past 6 and what has come of them.

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### **Question # 47**

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 # 48**

What kind of salary do you need As Inbound Call Center Agent?

**Answer:-**

This is a loaded question and a nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, that's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range.



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### **Question # 49**

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

#### **Answer:-**

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.

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### **Question # 50**

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 # 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**

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

#### **Answer:-**

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

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### **Question # 53**

Why do you want to work As Inbound Call Center Agent 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 # 54**

How would you rate your communication and interpersonal skills for this job As Inbound Call Center Agent?

#### **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 # 55**

Where do you see yourself professionally five years from now As Inbound Call Center Agent?

#### **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 # 56**

Do you think you have enough experience As Inbound Call Center Agent?

#### **Answer:-**

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

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### **Question # 57**

What type of work environment do you prefer?



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### **Answer:-**

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

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### **Question # 58**

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 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 # 59**

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 # 60**

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 # 61**

How would you define success?

### **Answer:-**

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

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### **Question # 62**

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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