

# **Manager Help Desk Interview Questions And Answers Guide.**



**Global Guideline.**

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# Manager Help Desk Job Interview Preparation Guide.

### Question # 1

How do you handle confidentiality in your work?

#### Answer:-

Often, interviewers will ask questions to find out the level of technical knowledge As Manager Help 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 # 2

Tell us something about yourself?

#### Answer:-

Bad Answer: Candidates who ramble on about themselves without regard for information that will actually help the interviewer make a decision, or candidates who actually provide information showing they are unfit for the job.

Good answer: An answer that gives the interviewer a glimpse of the candidate's personality, without veering away from providing information that relates to the job. Answers should be positive, and not generic.

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### Question # 3

What are you looking for in a new position As Manager Help Desk?

#### Answer:-

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

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### Question # 4

What have you done to improve your knowledge As Manager Help Desk in the last year?

#### Answer:-

Try to include improvement activities that relate to the job As Manager Help Desk. A wide variety of activities can be mentioned as positive self-improvement. Have some good ones handy to mention.

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### Question # 5

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

#### Answer:-

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

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### Question # 6

What did you dislike about your old job?

#### Answer:-

Try to avoid any pin point , like never say "I did not like my manager or I did not like environment or I did not like team" Never use negative terminology. Try to keep focus on every thing was good As Manager Help Desk , I just wanted to make change for proper growth.

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### Question # 7

Tell us about a typical day at work. How does it start? What do you do?



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### **Answer:-**

At the beginning of each day, I inspect the work site to make sure that it is hazard-free. Once the work site is secured, I verify that all tools and equipment are adequate in supply. As soon as the work orders are delivered, I provide workers with security guidelines and carry out drills. During the workday, it is my duty to monitor workers to ensure that they are working according to the enforced safety policies and that any problems or accidents are quickly addressed.

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### **Question # 8**

What position do you prefer on a team working on a project?

### **Answer:-**

Do not claim to be comfortable with a specific role if you in are in fact not comfortable with it. However, if you have no problem working in certain roles or situations, be sure to discuss this with the interviewer.

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### **Question # 9**

Can you explain why you changed career paths As Manager Help Desk?

### **Answer:-**

Don't be thrown off by this question-just take a deep breath and explain to the hiring manager why you've made the career decisions As Manager Help Desk you have. More importantly, give a few examples of how your past experience is transferable to the new role. This doesn't have to be a direct connection; in fact, it's often more impressive when a candidate can make seemingly irrelevant experience seem very relevant to the role.

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### **Question # 10**

Why do you think you'll do well at this job?

### **Answer:-**

Provide several reasons including skills, experience and interest. If you can show how you've been successful in a similar career field or job position that will go along way to helping the interviewer believe you'll also be successful at this new job.

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### **Question # 11**

If you were interviewing someone for this position As Manager Help Desk, what traits would you look for?

### **Answer:-**

This is where the interviewer tries to turn the tables on you. Answer confidently by stating 3 specific traits that are applicable to that job role. For example, a consulting job would likely look for someone who can think outside of the box.

After answering, ask them, "Am I spot on here and if not, what traits would you look for?"

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### **Question # 12**

What specific steps do you utilize in solving workplace problems?

### **Answer:-**

Analyze the problem As Manager Help Desk. Discuss possible remedies and resulting outcomes. Decide on the remedy and track results. Re-visit problem if it's not resolved.

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### **Question # 13**

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 # 14**

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 # 15**

Top 17 Behavioral Interview Questions As Manager Help Desk:

### **Answer:-**

Behavioral interviews As Manager Help Desk where popularized by industrial psychologists in the 1970s, and have been used at big companies like AT&T. The idea behind them is that past responses to situations are the best predictor of how candidates will respond in the future.

1. Tell me about a time you faced a conflict while working as part of a team.
2. Talk about a goal you set for yourself. What did you do to make sure you met the goal?



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3. Give an example of a time when you had to work with someone with a very different personality from yours.
4. Talk about an instance where you wish you'd handled a situation differently with a team member.
5. What's the most difficult problem you have had to solve As Manager Help Desk?
6. Give an example of how you handled a situation where you needed information from a colleague who wasn't responsive.
7. Talk about a time when you had problems building a relationship with a key team member. What did you do?
8. Tell me about an instance when it was important to make a great impression on a client. What did you do?
9. Tell me about a situation where you had to work with a difficult client.
10. Tell me about a situation where you disappointed a client, and how you tried to fix it.
11. Talk about a time when you had to strategize to meet all your obligations.
12. Talk about a time when you failed at something. How did you react?
13. Talk about a time you took on a leadership role.
14. Tell me about a long-term project you oversaw. How did you keep it focused and on schedule?
15. Talk about a time when you were under a lot of stress. What caused it, and how did you manage?
16. Do you prefer to work alone or with others As Manager Help Desk?
17. Tell me about a time when you were overwhelmed by the amount of work on your agenda. How did you handle it?

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### **Question # 16**

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 # 17**

Tell me about a difficult decision you've made in the last year As Manager Help Desk?

#### **Answer:-**

We all have difficult decisions in our lives. Show how you were able to arrive at it and then how you decisively acted.

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### **Question # 18**

What motivates you at the work place?

#### **Answer:-**

Keep your answer simple, direct and positive. Some good answers may be the ability to achieve, recognition or challenging assignments.

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### **Question # 19**

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 # 20**

How much are you willing to sacrifice to be successful at work As Manager Help Desk?

#### **Answer:-**

With anything comes sacrifice. The question is how much of it are you willing to sacrifice with regards to work life balance, stress, etc?

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### **Question # 21**

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 Manager Help Desk. And second thing is that nothing is interesting in the life till we are not interested.

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### **Question # 22**

Top 13 Situational Interview Questions As Manager Help Desk:

#### **Answer:-**

Situational interviews As Manager Help Desk are similar to behavioral interview questions - but they are focused on the future, and ask hypothetical questions, whereas behavioral interview questions look at the past.

The advantage is that employers can put all candidates in the same hypothetical situations, and compare their answers.

1. What would you do if you made a strong recommendation in a meeting, but your colleagues decided against it?
2. How would you handle it if your team resisted a new idea or policy you introduced?
3. How would you handle it if the priorities for a project you were working on were suddenly changed?
4. What would you do if the work of an employee you managed didn't meet expectations?



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5. What would you do if an important task was not up to standard, but the deadline to complete it had passed?
6. What steps would you take to make an important decision on the job As Manager Help Desk?
7. How would you handle a colleague you were unable to form a positive relationship with?
8. What would you do if you disagreed with the way a manager wanted you to handle a problem?
9. What would you do if you were assigned to work with a difficult client As Manager Help Desk?
10. What would you do if you worked hard on a solution to a problem, and your solution was criticized by your team?
11. How would you handle working closely with a colleague who was very different from you?
12. You're working on a key project that you can't complete, because you're waiting on work from a colleague. What do you do?
13. You realize that an early mistake in a project is going to put you behind deadline. What do you do?

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### **Question # 23**

Do you work well within a team?

#### **Answer:-**

Some people are thrown when they are asked this Manager Help 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 # 24**

How do you feel about technology at the workplace in general?

#### **Answer:-**

It's a great enabler for us to collaborate better as a team, for us to reach customers more efficiently and frequently and I believe it can help any company become more efficient, leaner, and more productive.

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### **Question # 25**

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 # 26**

What types of situations do you consider "unfixable"?

#### **Answer:-**

Most situations are "fixable" - the ones that are not are typically related to business ethics (someone is cheating the company, someone is stealing, etc)

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### **Question # 27**

How do you feel about giving back to the community?

#### **Answer:-**

Describe your charitable activities to showcase that community work is important to you. If you haven't done one yet, go to [www.globalguideline.com](http://www.globalguideline.com) - charitable work is a great way to learn about other people and it's an important part of society - GET INVOLVED!

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### **Question # 28**

What have you done to prepare yourself to be a supervisor?

#### **Answer:-**

1. Learn from current supervisors (best practices)
2. Mentor others
3. Be exceptionally good at your current job so that it builds your credibility
4. Have a high emotional IQ

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### **Question # 29**

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 # 30**

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



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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 Manager Help Desk

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### **Question # 31**

What motivates you to succeed?

**Answer:-**

Your interviewer will likely want to know the reasons why you will remain motivated to do your best during your employment with the company As Manager Help Desk. Perhaps you are interested in being challenged, but you may also have interest in being recognized for your hard work in the form of the number of sales you can attain. A great example answer for this question is "I always do my best in everything, including my job. I take pride in my success, and I also want the company for which I work to be successful. Being affiliated with a company that is known for its excellence is very important to me."

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### **Question # 32**

What does your professional network look like?

**Answer:-**

If you have a professional network, discuss it detail (# of contacts, people you know, their positions and what you've learned from them or how you've worked with them). If you don't have one, discuss how you would develop one (career fairs, networking events for that industry, through your existing friends, etc)

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### **Question # 33**

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 # 34**

What does "collaboration with teammates" mean to you?

**Answer:-**

Drinking at the water cooler together is not the best example. Think of how you can collaborate with teammates to generate new ideas, to create initiatives to impact the business' success for the better (specifically in the department that you're applying for). For example, if you're applying to marketing, collaboration could mean discussing new ways of social media advertising to reach an audience of over a million people to strengthen the brand awareness of the company.

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### **Question # 35**

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 # 36**

How did you find out about this job As Manager Help Desk? What do you know about the job?

**Answer:-**

Possible ways to find out about the job:

Online website listing, friend, professional referral, mentor, career fairs, networking events. You should know about the roles and responsibilities of the job and what they're looking for. Make sure you read up on that online beforehand or ask the person that referred you.

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### **Question # 37**

What is your ideal working environment?

**Answer:-**

Describe your ideal working environment. Do you like flexibility with work hours? Do you like working in a cubicle or independently? Do you like to be micro managed or empowered? Do you like to work on your own or in a team? Do you like being driven by metrics in your role? How much responsibility do you want?

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### **Question # 38**

Where do you see yourself in five years As Manager Help Desk?

**Answer:-**



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

A hiring manager wants to know

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

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

\* c) if the position aligns with your goals and growth. Your best bet is to think realistically about where this position could take you and answer along those lines. And if the position isn't necessarily a one-way ticket to your aspirations?

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

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### **Question # 39**

Have you ever been fired and if yes, why?

**Answer:-**

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

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### **Question # 40**

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 # 41**

Why are you leaving the present company?

**Answer:-**

According to me we can not grow in the field without taking more responsibilities and risks and also we can't enhance our team leading capabilities, managerial skills without expose to wide range of people.

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### **Question # 42**

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 # 43**

Describe to me a time where you had to make a hard decision As Manager Help Desk?

**Answer:-**

Hard decisions are hard for a reason. It could dramatically effect the company. It could affect other workers. So if you have a story about how you made a hard decision and had a good outcome, share that. If you have one where the outcome wasn't great, explain how you would have changed the way you approached the decision to show you learned how to improve.

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### **Question # 44**

What was the most difficult employee situation you found yourself As Manager Help Desk? How did you overcome the problem?

**Answer:-**

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

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### **Question # 45**

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 # 46**

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

**Answer:-**

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



them.

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### Question # 47

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

**Answer:-**

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

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### Question # 48

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 # 49

How good are you at problem solving?

**Answer:-**

Describe the problem first and then discuss how you were able to fix it.

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### Question # 50

How many square feet of pizza are eaten in the United States each month?

**Answer:-**

This is a classic guesstimate question where you need to think aloud. And so first off you round the U.S. population to 300 million people (it's actually about 315 million but rounding will be much easier and your interviewer will not score you lower for rounding). Then estimate how many people eat pizza. A decent educated guess is two out of every three people, or 200 million. Now let's say the average pizza-eating person eats pizza twice a month, and eats two slices at a time. That's four slices a month. If the average slice of pizza is perhaps six inches at the base and 10 inches long, then the slice is 30 square inches of pizza. So, four pizza slices would be 120 square inches (30 times 4).

Since one square foot equals 144 square inches (12 times 12), let's assume that each person who eats pizza eats one square foot per month. Since there are 200 million pizza-eating Americans, 200 million square feet of pizza are consumed in the U.S. each month. To summarize: 300 million people in America, 200 million eat pizza, average slice of pizza is six inches at the base and 10 inches long or 30 square inches, average American eats four slices of pizza a month, four pieces times 30 square inches equals 120 square inches (one square foot is 144 square inches), so let's assume one square foot per person, and thus one square foot times 200 million people equals 200 million square feet of pizza a month.

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### Question # 51

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 # 52

How much time do you need to join the organization As Manager Help Desk?

**Answer:-**

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

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### Question # 53

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 # 54

What do you expect to be earning in 5 years As Manager Help Desk?

**Answer:-**

Discuss how you expect yourself to be excellent at your job. Thus, it would be reasonable to expect pay that is based on the merit of your work.





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### **Question # 55**

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 # 56**

Do you think you have enough experience As Manager Help Desk?

#### **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'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 # 58**

How long will it take for you to make a significant contribution?

#### **Answer:-**

First define significant contribution - once you do that - lay out a timeline plan in which you think you can achieve that.

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### **Question # 59**

Do you have any question regarding this job As Manager Help Desk?

#### **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 # 60**

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 # 61**

Describe to me the position As Manager Help Desk you're applying for?

#### **Answer:-**

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

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### **Question # 62**

How do you decide what to delegate and to whom?

#### **Answer:-**

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

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### **Question # 63**

What does quality work mean to you?



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### **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 # 64**

Explain me about your experience working in this field As Manager Help 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 # 65**

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 # 66**

Does your boss know you're here today?

### **Answer:-**

Usually, you probably haven't told your boss for obvious reasons. So it's ok to say that they do not. You don't want to upset the balance at your current job after all and nothing is guaranteed in an interview. The interviewer should understand this stance.

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### **Question # 67**

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 # 68**

Tell me about the last time you had to work with someone inside or outside of your department to accomplish a goal?

### **Answer:-**

Show that you were communicative with that person and that you were able to collaborate effectively in sharing ideas and work tasks. They want to see that you can be a team player.

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### **Question # 69**

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 # 70**

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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