

# **Service Supervisor- Utilities Interview Questions And Answers Guide.**



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# Service Supervisor- Utilities Job Interview Preparation Guide.

## Question # 1

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 # 2

Why are you interested in working As Service Supervisor- Utilities 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 # 3

Do you think you are overqualified for this position As Service Supervisor- Utilities?

### Answer:-

No matter your previous job experience or educational background, be sure to tell the interviewer you have the knowledge and skills to successfully execute the job responsibilities.

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## Question # 4

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 # 5

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 # 6

Can you describe your ideal boss/supervisor?

### Answer:-

During the interview As Service Supervisor- Utilities process employers will want to find out how you respond to supervision. They want to know whether you have any problems with authority, If you can work well as part of a group (see previous question) and if you take instructions well etc.

Never ever ever, criticize a past supervisor or boss. This is a red flag for airlines and your prospective employer will likely assume you are a difficult employee, unable to work in a team or take instruction and side with your former employer.

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## Question # 7



Your client is upset with you for a mistake you made, how do you react?

**Answer:-**

Acknowledge their pain - empathize with them. Then apologize and offer a solution to fix the mistake.

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**Question # 8**

When were you most satisfied in your job As Service Supervisor- Utilities?

**Answer:-**

I'm a people person. I was always happiest and most satisfied when I was interacting with community residents, making sure I was able to meet their needs and giving them the best possible comfort in a tough situation. It was my favorite part of the job, and it showed. Part of the reason I'm interested in this job is that I know I'd have even more interaction with the public, on an even more critical level.

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**Question # 9**

What has been your biggest professional disappointment?

**Answer:-**

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 # 10**

Have you ever been caught stealing, or better yet, have you ever stole anything?

**Answer:-**

I guess everyone takes a pen or paper or little things like that. But other than that, NO. I have never stole from my employers or better yet As Service Supervisor- Utilities, from anyone.

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**Question # 11**

How much are you willing to sacrifice to be successful at work As Service Supervisor- Utilities?

**Answer:-**

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

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**Question # 12**

What do you consider ethical spending on an expense account?

**Answer:-**

It depends on the role - but the better way to answer this is to ask the interviewer what their expectations are with regards to what the role can expense and then simply state that you'll stay within those parameters

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**Question # 13**

Tell me about a time when you had to give someone difficult feedback As Service Supervisor- Utilities?

**Answer:-**

By asking this question, your interviewer hopes to learn whether you can communicate effectively, address issues in the workplace and motivate others during difficult times. Giving negative feedback requires honesty, thoughtfulness and tact. Answering this question well can help show an interviewer that you would be a good fit for a managerial position or a position that involves working closely with others.

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**Question # 14**

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 # 15**

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

**Answer:-**

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

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### Question # 16

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 # 17

What makes you right for this position?

#### Answer:-

This question can be tricky because you need to show your worth As Service Supervisor- Utilities 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 # 18

Are you willing to work overtime or odd hours?

#### Answer:-

Be completely honest. You don't want to lie to get the job if you're not going to work the hours required.

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### Question # 19

What is your greatest strength As Service Supervisor- Utilities?

#### Answer:-

This is your time to shine. Just remember the interviewer is looking for work related strengths As Service Supervisor- Utilities. Mention a number of them such as being a good motivator, problem solver, performing well under pressure, being loyal, having a positive attitude, eager to learn, taking initiative, and attention to detail. Whichever you go for, be prepared to give examples that illustrate this particular skill.

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### Question # 20

Do you work well within a team?

#### Answer:-

Some people are thrown when they are asked this Service Supervisor- Utilities 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 # 21

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 # 22

Where do you see yourself in five years As Service Supervisor- Utilities?

#### Answer:-

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 # 23

Why are manhole covers round?

#### Answer:-

This is a classic brainteaser, which was reportedly first asked by a Microsoft interviewer. Here's how to ""solve"" this brainteaser (remember to speak and reason out loud while solving this brainteaser): Why are manhole covers round? Could there be a structural reason? Why aren't manhole covers square? It would make it harder to fit with a cover. You'd have to rotate it exactly the right way.

The pipes below are also round, so fitting them might be easier, as might be making them. So many manhole covers are round because they don't need to be rotated.

There are no corners to deal with. Also, a round manhole cover won't fall into a hole because it was rotated the wrong way, so it's safer. Looking at this, it seems corners are a problem. You can't cut yourself on a round manhole cover. And because it's round, it can be more easily transported. One person can roll it.

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### **Question # 24**

How do you deal with conflict in the workplace As Service Supervisor- Utilities?

#### **Answer:-**

When people work together, conflict is often unavoidable because of differences in work goals and personal styles. Follow these guidelines for handling conflict in the workplace.

- \* 1. Talk with the other person.
- \* 2. Focus on behavior and events, not on personalities.
- \* 3. Listen carefully.
- \* 4. Identify points of agreement and disagreement.
- \* 5. Prioritize the areas of conflict.
- \* 6. Develop a plan to work on each conflict.
- \* 7. Follow through on your plan.
- \* 8. Build on your success.

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### **Question # 25**

How has school prepared you for this job role?

#### **Answer:-**

Think back to how you've interacted with your peers to develop social skills, how you've worked with classmates on projects to develop teamwork and collaborative skills, how you've developed discipline through studying, how the courses have helped your creativity, and how the classes you've taken have impacted your analytical / problem solving / reasoning skills.

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### **Question # 26**

What do you aspire to be?

#### **Answer:-**

Discuss your aspirations for the near, immediate and long term. You want to show them you are thinking of making an impact now as well as the future.

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### **Question # 27**

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

#### **Answer:-**

I would define team work as getting the job done As Service Supervisor- Utilities 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 # 28**

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 # 29**

Do you value recognition or pay more? Why?

#### **Answer:-**

Either preference is fine, but just remember you have to be able to explain why. If you say recognition, then back that up by describing how achievement really carries weight with you and how you like to feel valued in the work that you do because it validates that you're helping your teammates / customers and so forth. If you choose money, you can also explain that is important to you as validation and you can highlight how money is important to you because of your goals (financial security, providing for your family, and so forth). The key is to be authentic with your answer. However, if you say you value pay more because you're greedy - know that doesn't align usually to most company's values/vision.

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### **Question # 30**

What is your biggest regret to date and why?

#### **Answer:-**

Describe honestly the regretful action / situation you were in but then discuss how you proactively fixed / improved it and how that helped you to improve as a person/worker.

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### **Question # 31**

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 # 32**

What are your salary requirements As Service Supervisor- Utilities?

#### **Answer:-**

The #1 rule of answering this question is doing your research on what you should be paid by using site like Global Guideline. You'll likely come up with a range, and we recommend stating the highest number in that range that applies, based on your experience, education, and skills. Then, make sure the hiring manager knows that you're flexible. You're communicating that you know your skills are valuable, but that you want the job and are willing to negotiate.

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### **Question # 33**

What role do you see technology playing in this role?

#### **Answer:-**

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

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### **Question # 34**

What is the most important lesson / skill you've learned from school?

#### **Answer:-**

Think of lessons learned in extra curricular activities, in clubs, in classes that had a profound impact on your personal development. For example, I had to lead a team of 5 people on a school project and learned to get people with drastically different personalities to work together as a team to achieve our objective.

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### **Question # 35**

What is your greatest strength? How does it help you As Service Supervisor- Utilities?

#### **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 # 36**

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 # 37**

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 # 38**

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 # 39**

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 # 40**



What differentiates this company from other competitors?

**Answer:-**

Be positive and nice about their competitors but also discuss how they are better than them and why they are the best choice for the customer. For example: "Company XYZ has a good product, but I truly believe your company has a 3-5 year vision for your customer that aligns to their business needs."

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**Question # 41**

What do you know about our competition?

**Answer:-**

Make sure you do your research on their competitors. You can find this by going to yahoo finance and click on their competitors (if they are public). From there research the news on them and go to their websites to understand their positioning on solutions and vision. You can also research local regional companies that are their competition (if it's a smaller private company on a regional scale) by simply typing in similar product offerings in the Google search followed by the city. Make sure you know their competitor's vision, products, culture, and how they are differentiated against their competition (and if they're not, how they could be)

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**Question # 42**

Would you describe yourself as more analytical or interpersonal?

**Answer:-**

If you answer either, just make sure you explain why. For example, "I would consider myself to be more analytical because I'm good at examining a data set and then understanding how to interpret it in a business environment." or "I'm more of an interpersonal person because I enjoy working and collaborating with my teammates and clients"

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**Question # 43**

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 # 44**

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 # 45**

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

**Answer:-**

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

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**Question # 46**

What is your greatest weakness As Service Supervisor- Utilities? What are you doing to improve it?

**Answer:-**

I believe my biggest weakness As Service Supervisor- Utilities is wanting to help anyone I can help. What I mean is I am willing to take on tasks 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 departments. I have been known as the "go to person" when help is needed.

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**Question # 47**

How much do you expect to get paid As Service Supervisor- Utilities?

**Answer:-**

For this be prepared and research salary to find out what similar positions are paying in your area before you go to the interview. Try to find this information out before giving your salary expectations. You can and should provide a range instead of an exact number. But again, don't say any numbers you're not comfortable with



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because if the employer offers you a salary at the lowest end of your range, you don't have much to negotiate with when it comes to getting a higher salary.

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### **Question # 48**

Describe a typical work week for this position As Service Supervisor- Utilities?

#### **Answer:-**

Interviewers expect a candidate for employment to discuss what they do while they are working in detail. Before you answer, consider the position As Service Supervisor- Utilities you are applying for and how your current or past positions relate to it. The more you can connect your past experience with the job opening, the more successful you will be at answering the questions.

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### **Question # 49**

How do you think I rate as an interviewer?

#### **Answer:-**

I think you did fine. I'm sure you've conducted a lot of interviews, and it's probably second nature for you now. Thanks for taking the time to meet with me today. I'm sure you have a lot of things you have to juggle every day.

I'd say you rate at least ten out of ten. The questions you asked seemed spot on. I can tell you guys are working hard to find the perfect applicant for the job. I'm glad I could meet with you.

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### **Question # 50**

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 # 51**

How do you handle stressful situations?

#### **Answer:-**

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

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### **Question # 52**

What is your desired salary As Service Supervisor- Utilities?

#### **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 # 53**

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 # 54**

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

#### **Answer:-**

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."

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### **Question # 55**

Do you work well under pressure?

#### **Answer:-**

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

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### **Question # 56**

How would your friends describe you?





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### **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 # 57**

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 # 58**

Explain me about your experience working in this field As Service Supervisor- Utilities?

### **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 # 59**

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 # 60**

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 # 61**

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 # 62**

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 # 63**

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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