

Telemarketing Supervisor Interview Questions And Answers Guide.



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Telemarketing Supervisor Job Interview Preparation Guide.

Question # 1

How do you prioritize your work?

Answer:-

Depends on the situation... I like to label certain tasks as either A B or C...A being the one that requires immediate attention, and C which are tasks that aren't urgent but eventually need to get done... I like to focus my work As Telemarketing Supervisor 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 # 2

When were you most satisfied in your job As Telemarketing Supervisor?

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 # 3

What experience do you have As Telemarketing Supervisor?

Answer:-

The employer would want to know that not only you can do the job but you can make the difference and bring significant contribution - Simple as that. No doubt that this is your time to perform and present yourself - You have to introduce/sell yourself to the interviewer. Prepare your answer based on your qualification, professional experience and what you've already achieved in your previous jobs. This is your time to express why you think that your professional abilities fit into the job and its requirements.

Top 10 employment experience you'd want to review:

- * Companies you worked for with dates
- * The positions you've held
- * Key projects and responsibilities
- * Achievements
- * Coursework & continues education
- * Expertise
- * Tools you used (software, hardware)
- * Knowledge of languages
- * Engagement with customers and key industry leaders
- * Team work you were involved (and your contribution)

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Question # 4

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

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 # 5

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 # 6

Top 11 Questions to Verify Experience and Credentials As Telemarketing Supervisor:

Answer:-

Sometimes people want a job a little too bad - and they may fudge their credentials and experience a bit.

If you've run into this problem, are worried about it, or have credentials and experience that are absolutely essential, you may need to ask a few verification questions. If you are a candidate, you should review your resume and make sure you know all the key points, and that nothing has been misconstrued.

1. What grades did you get in college?
2. What were your responsibilities when you worked in job x?
3. How many people were on your team at your last job?
4. What will your previous manager/supervisor say when I ask where you needed to improve?
5. What was your beginning and ending salary at job x?
6. What were your beginning and ending titles at job x?
7. Are you eligible for rehire at job x?
8. What tools are necessary for performing job x?
9. Describe to me how you would perform [x typical job task].
10. What was the focus of your thesis?
11. When did you leave company x?

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Question # 7

Tell me about a time you had to fire a friend?

Answer:-

Hopefully you've never had to do this, but if you did, talk about how hard it was personally to fire anyone but that you did it objectively.

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Question # 8

Do you have any blind spots?

Answer:-

This question is often meant to trick candidates since acknowledgment of blind spots would indicate they were aware of them. Also, do not disclose bad habits or other personal concerns. Let the interviewer find out about your personal flaws through the course of the interview without directly stating these flaws.

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Question # 9

How do you propose to compensate for your lack of experience?

Answer:-

The first thing you should do is discuss experience you have the interviewer is unfamiliar with. Once that is detailed, tell the person conducting the interview that you are able to learn new tasks and information in a reasonable period of time and possess a strong work ethic. However, only state this if you can live up to these expectations.

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Question # 10

Explain what are your strengths As Telemarketing Supervisor?

Answer:-

Bad Answer: Candidate is unprepared for question or only gives generic answers.

This is the most common job interview question - everybody should be expecting it. If they don't seem prepared, or give a fairly stock answer, it's probably a bad sign.

Good answer: The consensus is to go for quality, not quantity here. Candidates should give a short list of strengths, and back each one up with examples that illustrate the strength. Also, they should explain how these strengths will be useful in the job you're applying for, and use this question to say something interesting about themselves.

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Question # 11

What type of people do you not work well with?

Answer:-

Be very careful answering this question as most organization employ professionals with an array of personalities and characteristics. You don't want to give the impression that you're going to have problems working with anyone currently employed at the organization. If you through out anything trivial you're going to look like a whiner. Only disloyalty to the organization or lawbreaking should be on your list of personal characteristics of people you can't work with.

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Question # 12

What are you looking for in a new position As Telemarketing Supervisor?

Answer:-

I've been honing my skills As Telemarketing Supervisor 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 # 13

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 # 14

Give me an example of a time when you set a goal and were able to meet or achieve it?

Answer:-

Show that you set great goals and the process and steps you took to achieve it. Details really matter here.

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Question # 15

Describe a time when you put your needs aside to help a co-worker understand a task. How did you assist them? What was the result?

Answer:-

The key is to show that the mentoring of a co-worker was first a higher priority than the task you had at hand (remember, you want to show that you focus on highest priority tasks first). Then, describe in detail how you helped them not only complete the task but learn to do it on their own. You want to teach them HOW to fish and not to simply fish for them.

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Question # 16

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 Telemarketing Supervisor, from anyone.

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Question # 17

Can you explain why you changed career paths As Telemarketing Supervisor?

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 Telemarketing Supervisor 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 # 18

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

Answer:-

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

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Question # 19

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 # 20

What education or training have you had that makes you fit for this profession As Telemarketing Supervisor?

Answer:-

This would be the first question asked in any interview. Therefore, it is important that you give a proper reply to the question regarding your education. You should have all the documents and certificates pertaining to your education and/or training, although time may not allow the interviewer to review all of them.

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Question # 21

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 # 22

What motivates you to work As Telemarketing Supervisor?

Answer:-

Describe what makes you passionate about the work. It could be the company's vision, the product, your desire to succeed, the clients, your peers and so on. The key is to first understand what internally motivates you to do your job and then to emphasize that in a positive way

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Question # 23

Why were you fired?

Answer:-

OK, if you get the admittedly much tougher follow-up question as to why you were let go (and the truth isn't exactly pretty), your best bet is to be honest (the job-seeking world is small, after all). But it doesn't have to be a deal-breaker. Share how you've grown and how you approach your job and life now as a result. If you can position the learning experience as an advantage for this next job, even better.

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Question # 24

What do you already know about our company?

Answer:-

Good reputation of a large home grown company that has various departments and product.

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Question # 25

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 # 26

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 # 27

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 Telemarketing Supervisor. 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 # 28

What are your personal skills which make you a candidate for the position As Telemarketing Supervisor?

Answer:-

The list of crucial character traits includes patience, tact, and poise, with personal and cultural sensitivity. One needs the ability to work long hours, with much walking and some physical tasks. But the most important trait of all is to love people and to have the desire to care for them.

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Question # 29

What type of extracurricular activities are you a part of?

Answer:-

Discuss the clubs / activities you were in, share a personal story about why you enjoyed it and then describe how it's helped shape you to be who you are today. For example, I enjoyed rock climbing because it taught me the value of practicing hard at a sport to become skilled in it. I bring this same diligence to my work approach today as well.

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Question # 30

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



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find the solution good for everyone. But you always keep the authority of your position.

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Question # 31

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 # 32

How important is the vision of the company to you?

Answer:-

It should be very important if you want a long standing career. Remember, you're investing your time, energy and earnings potential into a company so you want to make sure it's a sustainably successful company that will grow with you over the long haul.

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Question # 33

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 # 34

Describe what a bad work environment would look like to you As Telemarketing Supervisor?

Answer:-

There could be a multitude of things to discuss here: Business ethics (wrongdoing), inconsiderate teammates, non-supportive management, a product that does not do what you're promising customers and so forth.

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Question # 35

How have you shown yourself to be a leader?

Answer:-

Think about a time where you've rallied a group of people around a cause / idea / initiative and successfully implemented it. It could be a small or large project but the key is you want to demonstrate how you were able to lead others to work for a common cause.

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Question # 36

Describe a time where you've failed and bounced back?

Answer:-

Share a story to describe this. For example: "I accidentally made the mistake of telling a customer I could deliver on a solution set on a certain date and then later found out our business partner couldn't do it on that time. I learned that I shouldn't rush into important decisions and promises like this and that I should always check with my counterparts first before committing to a statement of work."

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Question # 37

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 # 38

How do you deal with conflict in the workplace As Telemarketing Supervisor?

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 # 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

How do you inspire others to be better?

Answer:-

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

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Question # 41

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 # 42

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 # 43

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

Answer:-

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

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Question # 44

What's a time you exercised leadership?

Answer:-

Depending on what's more important for the role, you'll want to choose an example that showcases your project management skills (spearheading a project from end to end, juggling multiple moving parts) or one that shows your ability to confidently and effectively rally a team. And remember: "The best stories include enough detail to be believable and memorable." Show how you were a leader in this situation and how it represents your overall leadership experience and potential.

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Question # 45

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 # 46

How would you rate your communication and interpersonal skills for this job As Telemarketing Supervisor?

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 # 47

Give an example of a time you successfully worked As Telemarketing Supervisor 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 # 48

What do you know about the company?

Answer:-

Any candidate can read and regurgitate the company's "About" page. So, when interviewers ask this, they aren't necessarily trying to gauge whether you understand the mission-they want to know whether you care about it. Start with one line that shows you understand the company's goals, using a couple key words and phrases from the website, but then go on to make it personal. Say, "I'm personally drawn to this mission because..." or "I really believe in this approach because..." and share a personal example or two.

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Question # 49

What are your salary expectations As Telemarketing Supervisor?

Answer:-

This question is like a loaded gun, tricky and dangerous if you're not sure what you are doing. It's not uncommon for people to end up talking salary before really selling their skills, but knowledge is power as this is a negotiation after all. Again, this is an area where doing your research will be helpful as you will have an understanding of average salary.

One approach is asking the interviewer about the salary range, but to avoid the question entirely, you can respond that money isn't a key factor and you're goal is to advance in your career. However, if you have a minimum figure in mind and you believe you're able to get it, you may find it worth trying.

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Question # 50

Explain me about your experience working in this field As Telemarketing Supervisor?

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 # 51

What's the least rewarding work you've ever done and why?

Answer:-

Describe work you've done that you feel doesn't take advantage of your full potential. For example, "I once had to make paper copies for my job and I feel it didn't take full advantage of my skills. However, it did teach me to be humble in my work and to appreciate a good opportunity when it arose to use my skills"

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Question # 52

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 # 53

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 # 54



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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 # 55

What do you think is your greatest weakness?

Answer:-

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

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Question # 56

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 # 57

Where do you see yourself professionally five years from now As Telemarketing Supervisor?

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 # 58

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 # 59

What was the most important task you ever had?

Answer:-

There are two common answers to this question that do little to impress recruiters:

* 'I got a 2.1'

* 'I passed my driving test'

No matter how proud you are of these achievements, they don't say anything exciting about you. When you're going for a graduate job, having a degree is hardly going to make you stand out from the crowd and neither is having a driving licence, which is a requirement of many jobs.

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Question # 60

What type of work environment do you prefer?

Answer:-

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

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