

e-Commerce Customer Service Representative Interview Questions And Answers Guide.



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e-Commerce Customer Service Representative Job Interview Preparation Guide.

Question # 1

What do you like to do for fun?

Answer:-

Be open to sharing hobbies and activities that you enjoy. Make sure you're genuine about it and don't list off things you don't really like because if they ask you a follow up question it'll be harder for you to answer.

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Question # 2

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

Answer:-

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

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Question # 3

What do you know about our company?

Answer:-

You always want to make sure that you're pretty familiar with the company that you're interviewing with. Nothing looks worse than a candidate who knows nothing about the company they say they're interested in working for. Find out everything you can about the company, its culture and its goals. You will also want to know how the company is positioned in its market as well as who its major competitors are.

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Question # 4

Can you describe your ideal boss/supervisor?

Answer:-

During the interview Regarding e-Commerce Customer Service Representative 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, 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 # 5

What type of salary are you looking for?

Answer:-

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

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Question # 6

What's the last book you read?

Answer:-

Try to talk about a book related to the industry, for example, if you're applying for a role related to business, cite a business book.

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Question # 7

What do you do in your spare time?

Answer:-

If you want to show your fun side, discuss your extracurricular activities. If you want to show your ambition, discuss the work / school projects you do in your spare time.

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Question # 8

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 # 9

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 # 10

What has disappointed you about a previous job?

Answer:-

Again, this question could get you in trouble so tread carefully. Some good answers might be that your previous job didn't provide any room for growth, that you were laid off due to a mandatory reduction in staff, that they closed their office in your state and required you to relocate, etc. Make sure not to mention anything negative about the people you worked with, the company in general or the job itself.

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Question # 11

Tell me a difficult situation you have overcome in the workplace?

Answer:-

Conflict resolution, problem solving, communication and coping under pressure are transferable skills desired by many employers Regarding e-Commerce Customer Service Representative.

Answering this question right can help you demonstrate all of these traits.

* Use real-life examples from your previous roles that you are comfortable explaining

* Choose an example that demonstrates the role you played in resolving the situation clearly

* Remain professional at all times - you need to demonstrate that you can keep a cool head and know how to communicate with people

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Question # 12

What are your thoughts about working from home?

Answer:-

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

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Question # 13

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 # 14

How do you keep others informed on work issues?

Answer:-

Possible methods:

Talking to them, emailing them, sharing best practices in meetings

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Question # 15

Top 11 Interview Questions to Ask when Emotional Intelligence Matters Regarding e-Commerce Customer Service Representative:

Answer:-



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

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

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

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

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Question # 16

Tell me about a time when you had to use your presentation skills to influence someone's opinion Regarding e-Commerce Customer Service Representative?

Answer:-

Example stories could be a class project, an internal meeting presentation, or a customer facing presentation.

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Question # 17

If you could do it all over again, how would you plan your academic studies differently?

Answer:-

Whatever you do, just don't act bitter. A lot of times we wish we could change the past, but focus on the positive reasons and results of the decisions you already made.

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Question # 18

What kind of work interests you the least Regarding e-Commerce Customer Service Representative?

Answer:-

What bores you? What fails to challenge you? What fails to excite you?

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Question # 19

Explain what are your strengths Regarding e-Commerce Customer Service Representative?

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 # 20

What did you like least about your last (or current) job Regarding e-Commerce Customer Service Representative?

Answer:-

Don't vent or focus on the negative with brutally honest answers such as "My boss was a jerk," or "The company culture was too politically correct," or "They just weren't giving me the opportunity to take my career to the next level." Instead, keep the emphasis on the positive, even though there are sure to be things you weren't happy about.

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Question # 21

Why are you interested in working Regarding e-Commerce Customer Service Representative 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 # 22

How do you think your colleagues at your last job would describe you?

Answer:-



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While your CV will say a lot about your work history Regarding e-Commerce Customer Service Representative, the interviewer will most likely look for greater detail with questions such as this. Be positive about previous experience, highlighting your own strengths.

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Question # 23

You are not given the tools you need to be successful. How would you change that Regarding e-Commerce Customer Service Representative?

Answer:-

State a business case to your manager / leader as to why you need the tools and make the request for them.

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Question # 24

What would your previous employer say is your greatest strength?

Answer:-

Be prepared for this question. If you have to sit and think about it it's going to appear as if you're not sure or that you've never identified your own value in the work place - not good. You don't have to have a complex response. Keep it simple and honest. For example, several possibilities could be Leadership, Problem solving ability, Initiative, Energy, Work ethic, Innovative, etc., etc.

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Question # 25

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 # 26

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 # 27

How well do you know this industry?

Answer:-

Two things businesses need to pay attention to in their industries are what their competition is doing and the customers. You may not always agree with your competitors but it is important to be aware of what changes they are making. Very well. I have been in the industry for over 6 years.

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Question # 28

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 # 29

How open are you to relocation?

Answer:-

If you're not, then say you're not. Don't lie about it just to get the job. There's no point if you won't move for the job anyway and lying is unethical. If you are open to relocation Regarding e-Commerce Customer Service Representative, let them know which areas you'd be willing to relocate to.

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Question # 30

How have you achieved your success?

Answer:-

Discuss stories of how you've progressed over the years to achieve success. People relate best to stories.

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Question # 31

How do you continue learning on a daily basis? Why is continuous improvement necessary Regarding e-Commerce Customer Service Representative?

Answer:-

You can learn on the job, through books and magazines, through social networks, blogs, seminars, mentors and so on. Continuous improvement is important because the one thing in life that is constant is change. And you have to continue to push yourself day in and day out to be the best.

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Question # 32

What is your greatest strength? How does it help you Regarding e-Commerce Customer Service Representative?

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 # 33

What are you most proud of?

Answer:-

You should be proud of all your achievements Regarding e-Commerce Customer Service Representative! We just don't have time to hear them all as interviewers most likely. Focus on 1 really good achievement that showcases characteristics like the following: Integrity, competitiveness, resourcefulness, intelligence, persistence, and so forth.

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Question # 34

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 # 35

If selected for this position Regarding e-Commerce Customer Service Representative, can you describe your strategy for the first 90 days?

Answer:-

This depends on the job role. Make sure you break it down into

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Question # 36

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 # 37

How important is a positive attitude to you?

Answer:-

Incredibly important. I believe a positive attitude is the foundation of being successful - it's contagious in the workplace, with our customers, and ultimately it's the difference maker.

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Question # 38

What challenges are you looking for in this position?

Answer:-

A typical interview question to determine what you are looking for your in next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position Regarding e-Commerce Customer Service Representative?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past.

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Question # 39

What type of mentors do you seek out and why?



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Answer:-

Think of your top 3 mentors and what attributes they exhibit that you want to emulate. Common attributes include passion, desire, will, leadership, ability to influence others, intelligence.

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Question # 40

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 # 41

How would you impact the company?

Answer:-

Consider first the role that you're applying for and then think of 3 ways where you could potentially impact the company's bottom line and top line. Then consider how you impact the company in a creative manner (how do you help productivity, the development of new products, marketing etc - of course this part is specific to the role you're applying for)

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Question # 42

Describe what a bad work environment would look like to you Regarding e-Commerce Customer Service Representative?

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 # 43

What is your greatest failure Regarding e-Commerce Customer Service Representative, and what did you learn from it?

Answer:-

When I was in college, I took an art class to supplement my curriculum. I didn't take it very seriously, and assumed that, compared to my Engineering classes, it would be a walk in the park. My failing grades at midterm showed me otherwise. I'd even jeopardized my scholarship status. I knew I had to get my act together. I spent the rest of the semester making up for it, ended up getting a decent grade in the class. I learned that no matter what I'm doing, I should strive to do it to the best of my ability. Otherwise, it's not worth doing at all.

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Question # 44

How many tennis balls can you fit into a limousine? 1,000? 10,000? 100,000? Seriously?

Answer:-

Well, seriously, you might get asked brainteaser questions like these, especially in quantitative jobs. But remember that the interviewer doesn't necessarily want an exact number-he wants to make sure that you understand what's being asked of you, and that you can set into motion a systematic and logical way to respond. So, just take a deep breath, and start thinking through the math. (Yes, it's OK to ask for a pen and paper!)

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Question # 45

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 # 46

Where do you see yourself in five years Regarding e-Commerce Customer Service Representative?

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 # 47

What are your salary requirements Regarding e-Commerce Customer Service Representative?



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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 # 48

What other jobs are you applying for Regarding e-Commerce Customer Service Representative?

Answer:-

If you're applying with other similar companies in a similar or the same industry, it's actually okay to state that as it shows you're valued and wanted.

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Question # 49

What is your greatest weakness Regarding e-Commerce Customer Service Representative? What are you doing to improve it?

Answer:-

I believe my biggest weakness Regarding e-Commerce Customer Service Representative is wanting to help anyone I can help. What I mean is I am willing to take on task that are not my job. I want to learn all I can. However, that has helped me get promoted or even asked to help in times of need in other department. I have been know as the "go to person" when help is needed.

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Question # 50

Give an example of a time you successfully worked Regarding e-Commerce Customer Service Representative 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 # 51

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 # 52

What's a time you exercised leadership?

Answer:-

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

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Question # 53

Tell me the difference between good and exceptional?

Answer:-

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

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Question # 54

What kind of salary do you need Regarding e-Commerce Customer Service Representative?

Answer:-

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

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Question # 55

There's no right or wrong answer, but if you could be anywhere in the world right now, where would you be?

Answer:-

Just be honest about where you'd like to be - you never know - you may end up bonding with the interviewer with the location. However, you want to stress that you



want to work out of the location that you're interviewing for.

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Question # 56

How do you evaluate your ability to handle conflict?

Answer:-

I pride myself on being a good problem solver. Through my previous job and management positions I have faced numerous conflicts in different situations, and my experiences have helped me to hone my issue resolution skills. I believe that it is important to get to and address the root of the issue, in a respectable manner.

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Question # 57

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 # 58

Tell me one thing about yourself you wouldn't want me to know?

Answer:-

Talk about a trait that you would consider a weakness. No need to talk about your deepest darkest secrets here.

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Question # 59

Do you like to start personal relationships with other employees?

Answer:-

Well, the right answer is yes and no. Good personal relations can improve the overall performance of a team. But on the other hand, you should not let your emotions to affect your decisions in work.

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Question # 60

Do you think a leader should be feared or liked?

Answer:-

Liked. You want to work harder for people that inspire and motivate you. Fear only lasts for so long.

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Question # 61

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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Question # 62

How much do you expect to get paid Regarding e-Commerce Customer Service Representative?

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 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 # 63

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 # 64

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

Answer:-

Companies love it when you discuss how you've made an impact on your teammates, clients, or partners in the business or in school. It should be rewarding because of the hard work and creative process that you've put into it.



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Question # 65

Describe to me the position Regarding e-Commerce Customer Service Representative 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 # 66

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 # 67

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 # 68

Why should the we hire you as this position Regarding e-Commerce Customer Service Representative?

Answer:-

This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player.

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Question # 69

If you had to choose one, would you consider yourself a big-picture person or a detail-oriented person?

Answer:-

Both are important. You need to stress that. However, if you could only choose one, ask yourself Regarding e-Commerce Customer Service Representative - do you like to be "in the weeds" with your work, or do you want to be the one painting the vision?

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Question # 70

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 # 71

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 # 72

When was the last time something upset you at work? What did you do?

Answer:-

Almost everyone has an emotional moment related to work at some point - you're not alone. The key is to learn why you reacted that way and to focus not on the problem but HOW to resolve it. Another key component is to be aware of your emotional response so that you can learn to control it in the future in a calm way.

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**Question # 73**

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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Question # 74

What aspect of supervision do you find the most difficult?

Answer:-

Managing different personalities and keeping them focused on the goal at hand.

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Global Guideline Team
<https://GlobalGuideline.com>
Info@globalguideline.com