

Bureau of Environmental Services Examples of Customer Service Focused Interview Questions

This position requires assisting program participants with financing options for required connection fees. You will need to work with senior citizens and low income residential customers to gather important personal financial information to qualify for loan programs.

- ◆ What experience have you had in dealing with sensitive issues while still being focused on program requirements?
- ◆ Please give one example of what steps you would take to research personal information needed while remaining professional and respectful to all customers.

What does "**customer service**" mean to you?

What have been your experiences in dealing with the general public? When have people really tried your patience?

Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa).

Tell of the most difficult customer service experience that you have ever had to handle -- perhaps an angry or irate customer. Be specific and tell what you did and what the outcome was.

Describe a customer complaint that you have resolved.