

Service Standard Interview Questions

Responsive:

1. What does “customer service” mean to you?
2. What actions in your day to day routine at (former position) demonstrated a personalized and caring approach to your customers?
3. Please describe the problem-solving techniques or strategies you utilized to resolve issues at (former position).
4. Describe your personal expectations in regard to timely responses to customer requests.
5. Please describe a time where an obstacle or road block prevented you from solving an issue for a customer and how you handled the situation.
6. Please describe a time when you challenged the company policy in order to effectively serve a customer’s needs.
7. Tell me about a time during your previous employment when you suggested a better way to perform a process.
8. Explain the phrase “work ethic” and describe yours.
9. What is the most difficult part of being in customer service?
10. Tell me about a time when you went out of your way to give great service to a customer.
11. “Yes” is the word guests like to hear. However, if you had to say “no,” how would you do it?
12. Describe a time you recommended a change to procedure. What were the cost and/or productivity savings?
13. Tell me about your productivity and time management skills?
14. How do you determine what amount of time is reasonable for a task?
15. Describe a time you received unsolicited feedback from a customer about your work. What did you do? What improvements/changes were suggested or made?
16. How do you decide when something is “good enough” or when it needs to be as close to perfect as possible?
17. Have you ever had to persuade a group to accept a proposal or idea? How did you go about doing it? What was the result and how did you feel about it?
18. What was one of the toughest problems you ever solved? What process did you go through to solve it?

Respectful:

1. Please relay a story in which you received outstanding service; what made it *outstanding*?
2. Please describe how you resolve situations when a customer behaves aggressively.
3. Why is it important to treat everyone with courtesy, dignity and respect?
4. Provide an example from (former position) where you exhibited value and appreciation for different ideas and perspectives.
5. Given a position at Rollins, what actions would you take to support the values of respect and appreciation for differing opinions or ideas?
6. You are a committee member and disagree with a point or decision. How will you respond?
7. With what kind of personalities do you find it most difficult to work? For example, assume you are in a situation where you have to deal with a person very different from yourself and you are finding it difficult. What would you do?
8. Describe a difficult time you have had dealing with an employee, customer, or co-worker. Why was it difficult? How did you handle it? What was the outcome?
9. What do you do when others resist or reject your ideas or actions?
10. Do you have a personal philosophy of service? Tell me about it.
11. Have you ever had to champion an unpopular change? How did you handle it?
12. Tell me about a time when you knew that your customer might not get what he or she needed on time. How did you handle this?
13. Tell me about a time when you had to say “No” to a customer because it was against company policy.
14. When are policy exceptions to customers warranted? Not warranted?
15. What have you done to improve relations with your customers?
16. What types of behaviors do you find most annoying or frustrating in a guest? How do you handle those behaviors?
17. What specific process do you go through when a guest is dissatisfied?
18. What do you see as the most challenging aspect of a diverse working environment? What steps have you taken to meet this challenge?
19. What kinds of experiences have you had working with others with different backgrounds than your own?
20. Tell me about a time you had to alter your work style to meet a diversity need or challenge?
21. Tell me about a time when effective listening skills helped you in a problematic situation.

Collaborative:

1. Describe a time when you worked with individuals outside of your immediate department to resolve a need?

2. In what ways does (former position) interact with other departments within the organization?
3. What obstacles did you encounter in your efforts to work interdepartmentally to resolve issues?
4. Describe a situation from (former position) in which you supported someone from another department to achieve their goals.
5. In your position at (former position), how did you effectively pursue the institutional goals while still maintaining the day to day operations?
6. If someone asked you for assistance with a matter that is outside the parameters of your job description, what would you do?
7. Tell me about a time when you were a part of a great team. What was your part in making the team effective?
8. Give me an example of a time when you had to deal with a difficult co-worker. How did you handle the situation?
9. What do you do when you know you are right and your boss disagrees with you? Give me an example of when this has happened in your career.
10. Describe a time when you performed a task outside your perceived responsibilities. What was the task? Why did you perceive it to be outside your responsibilities? What was the outcome?
11. What do you think are the best and worst parts of working in a team environment? How do you handle it?
12. Is it more important to be a detail oriented person, or a big picture person? Explain.
13. A new policy is to be implemented organization-wide. You do not agree with this new policy. How do you discuss this policy with your team?
14. Describe a process or system that you improved so customers would be better served.
15. Tell me about a time when you needed to work as part of a team to satisfy a guest.
16. What have you done to further your knowledge about diversity? Have you included diversity in your professional development? How have you demonstrated what you have learned?
17. What do you do when someone else is late and preventing you from accomplishing your tasks?
18. When groups work together, conflict often erupts. Tell me about a time that conflict occurred in one of your work groups and what you did about it.
19. Tell me what role you play within work groups and why.
20. Tell me about a time you pitched in to help someone finish a project even though it "wasn't your job." What was the result?
21. What is essential for a team to be successful?
22. Tell me about a time you worked in a cross functional team? Were there different challenges compared to a departmental task team?

Competent:

1. Provide an example from your experience at (former position) where you resolved a problem through innovation and resourcefulness.
2. Please explain the steps you take in determining your customer's needs and the steps you take to meet those needs.
3. Please provide an example where you initially felt you were unable to meet a customer's needs and the steps you took to resolve the issue.
4. Please describe your basic job functions from (former position) and how you developed this position to align with your employer's goals and values.
5. Please site some examples from your experience at (former position) in which you sought to improve processes and services for your customers.
6. Suppose you are in a situation where deadlines and priorities change frequently and rapidly. How would you handle it?
7. What strengths did you rely on in your last position to make you successful in your work?
8. Describe what you see as your strengths related to this job/position. Describe what you see as your weaknesses related to this job/position.
9. How would your past employers describe your response to hectic or stressful situations?
10. Why should employees seek to improve their knowledge and skill base?
11. Are you best at dealing with details and day-to-day operations OR with concepts, envisioning and future planning? Give me an example.
12. Tell me about your current position or most recent position and how you helped the organization accomplish its goals and mission.
13. Describe a time when you made a mistake at work? How did you deal with this situation and what was the outcome?
14. Tell me the steps you take to monitor the quality of your work.