

Service Standard Reference Questions

Responsive:

1. How would (NAME) define customer service?
2. As (NAME's) supervisor/manager, what actions in his/her day-to-day routine demonstrated a personalized and caring approach to your customers?
3. What is an example of a situation when the person fell short of expectations?
4. How did they react to adversity, pressure and deadlines?
5. How would you describe (NAME's) timely responses to customer requests.
6. In terms of (NAME's) work style, can you give me an example of his/her ability to focus and complete projects and assignments in a timely and through manner?
7. How would you describe (NAME's) punctuality?
8. Did (NAME) ever challenge a company policy in order to effectively serve a customer's needs. Please elaborate.
9. Please describe (NAME's) productivity and time management skills?
10. Could you rate (NAME's) reliability?
11. Describe (NAME's) ability to organize, prioritize and manage time?
12. How does (NAME) determine what amount of time is reasonable for a task?
13. Tell me about a time when (NAME) knew that his/her customer might not get what he or she needed on time. How did (NAME) handle this situation?
14. Please describe a time when (NAME) went out of his/her way to give great service to a customer and/or exceeded expectations.

Respectful:

1. Did (NAME) supervise others? If yes: If I spoke to their direct reports, how do you think they would describe his/her management style?
2. How did (NAME) deal with conflict?
3. Was (NAME) in a lot of high pressure or stressful work situations? If so how did they handle these?
4. Please describe how (NAME) resolved situations when a customer behaved aggressively.
5. Did (NAME) have a positive or negative work attitude? Please elaborate.
6. How did (NAME) demonstrate honesty and integrity?
7. Give me an example of a time that (NAME) got frustrated or angry on the job. How did he/she handle it?
8. With what kind of personalities did (NAME) find it most difficult to work?
9. How has (NAME) improved relationships with your customers?
10. Did (NAME) receive any positive and/or negative feedback from a customer (i.e. verbal, thank you note, customer survey, etc...)? How did (NAME) respond to the feedback? Please elaborate.
11. How does (NAME) like to be recognized? Receive feedback?

Collaborative:

1. How do you think co-workers would describe (NAME)?
2. How would you describe the (NAME's) relationships with coworkers, subordinates (if applicable), and with superiors?
3. Can you describe (NAME's) experience working as a member of a team?
4. Tell me about the (NAME's) greatest team accomplishment?
5. If you were building a team, in what role would you place this person? Why?
6. How did (NAME) communicate with people at a higher level in the organization? What are some specific examples of the interactions?
7. Would you work for this person as a subordinate? Why?
8. If ((NAME) did not report to you, what was your working relationship?

9. Give me an example of how (NAME) influences/sells ideas and projects to others on his/her team? Other departments? Senior leadership?
10. How does (NAME) work/collaborate with individuals outside of his/her immediate department to resolve a need and/or problem?
11. Describe a situation in which (NAME) supported someone from another department to achieve his/her goals.
12. If someone asked (NAME) for assistance with a matter that is outside the parameters of his/her job description, what would he/she respond?
13. Describe a process or system that (NAME) improved so customers would be better served.
14. What has (NAME) done to further his/her knowledge about diversity? How has he/she demonstrated what they have learned?

Competent:

1. What was the biggest project you are aware of that the (NAME) worked on for your organization? What was his/her responsibility on this project? Was the project successfully completed?
2. Is (NAME) more of an individual contributor or team oriented? Why do you think this?
3. In what area(s) can the (NAME) continue to improve?
4. Did (NAME) have any warnings or discipline regarding unexcused attendance issues (frequent absences, tardiness, etc.)?
5. How does (NAME) approach a problem and determine the appropriate steps in identifying his/her customer's needs and the steps needed to take to meet those needs.
6. How would you describe the quality and quantity of output generated by (NAME)?
7. What are (NAME's) two strongest technical skills? Can you give an example of a situation where he/she successfully applied the skills and the difference to the organization?
8. How would you describe (NAME's) problem solving approach? What is a specific challenge or problem he/she solved and the benefit to the organization?
9. How would you evaluate (NAME's) planning ability? Short-term? Long-term?
10. Describe (NAME's) ability to establish and achieve organizational goals?
11. How would you evaluate (NAME's) written communication skills? What are some specific examples?
12. What are (NAME's) two strongest leadership and management skills?
13. Please describe the type of work for which the candidate was responsible.
14. What was the greatest challenge in supervising (NAME)?
15. What did you find motivated (NAME) to do his/her best work?
16. How well does (NAME) make decisions, particularly when dealing with incomplete or ambiguous information? Can you give me an example?
17. Would you describe (NAME) as a team player? If so, why?
18. Describe (NAME's) work style in interacting with supervisors, subordinates, peers and people outside the organization.
19. As (NAME's) supervisor, is (NAME) best at dealing with details and day-to-day operations OR with concepts, envisioning and future planning? Please elaborate.
20. Of all the people you have supervised during your career, please rank (NAME) on a scale of 1-10. What would make him/her a 10?
21. What do you consider (NAME's) key strengths?
22. What would you consider to be (NAME's) areas for improvement?
23. Describe a time when (NAME) made a mistake at work? How did he/she deal with this situation and what was the outcome?
24. Tell me the steps (NAME) takes to monitor the quality of his/her work.