



SAMPLE INTERVIEW QUESTIONS

Administrative

What do you like about working with customers/clients? Dislike?

Describe a time when you had to deal with a difficult boss, co-worker or customer. How did you handle the situation?

Give us an example of how you stay organized when juggling multiple tasks.

Have you worked with under time constraints before? Can you give us an example?

Was there a time when you struggled to meet a deadline?

What is unique about your work style?

What do you know about the company?

Describe a time when you made a mistake at work? How did you deal with this situation and what was the outcome?

What do you think of your last boss?

What do you think your last boss would say about you and your work?

Each boss is little different, my management philosophy /style is _____. In what way do you think that your work style would compliment mine? What do you foresee to be challenges or adjustments for us in this new role?

Describe your previous experience with travel planning and reservations.

What experience do you have scheduling meetings, conferences and ordering food and materials for meetings?

How would you describe your skills in Word, Excel, PowerPoint, and Access (relevant software used in the job)? Beginner, intermediate, or advanced?

How many words per minute can you type?

Customer Service

What do you like about being in Customer Service? What do you find is the most difficult part of being in Customer Service?

Tell me about a time when you went out of your way to give great service to a customer.

Describe a process or system that you improved so customers would be better served.

Tell me about a time when you asked for feedback on your customer service skills from your manager or co-worker and then used that response to improve your work.



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?

Tell me about a time when you had to say "No" to a customer because it was against company policy.

Tell me about a time when you had trouble working with a difficult or demanding customer. How did you handle this?

Tell me about a situation in which you "lost it" or did not do your best with a customer. What did you do about this?

How do you go about establishing rapport with a customer? Give an example.

Describe a time when you exceeded a customer's expectations?

Describe a time when you lost a customer. What would you do differently?

When are policy exceptions to customers warranted? Not warranted?

How do you go about deciding what strategy to employ when dealing with a difficult customer?

We all have customers or clients – who are your clients and how do you identify them?

What have you done to improve relations with your customers?

Behavioral

Describe what you would say if asked to talk about yourself in a group of 15 people.

We all make mistakes. Tell me about a time when someone told you that you had made an error, describe how you reacted and what you said in your defense.

If someone asked you for assistance with a matter that is outside the parameters of your job description, what would you do?

You are a committee member and disagree with a point or decision. How will you respond?

Describe what you would classify as a crisis.

Have you been in a situation where you have disagreed with a decision made by your supervisor? How did you react?

Have you been in a situation where deadlines and priorities change frequently and rapidly. How did you handle it?

How do you know when you are stressed? What do you do to de-stress?

Tell me about a time when you were a part of a great team. What was your part in making the team effective?



Give me an example of a time when you had to deal with a difficult co-worker. How did you handle the situation?

How do you think your co-workers would respond if you were absent from work?

Can you tell me about a time during your previous employment when you suggested a better way to perform a process?

Tell me about a personal or career goal that you have accomplished and why that was important to you.

Give an example of a time when you were trying to meet a deadline, you were interrupted, and did not make the deadline. How did you respond?

What strengths did you rely on in your last position to make you successful in your work?

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.

Tell me about a situation you wish that you had handled differently based on the outcome. What was the situation? What would you change (or will you change) when faced with a similar situation?

Suppose your supervisor asked you to get information for them that you know is confidential and he/she should not have access to. What would you do?

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?

It's 4:30 on a Friday afternoon. Your supervisor gives you an assignment that needs to be finished by 8:00 Monday morning. You have already made plans to be away the entire weekend. What would you do?

If you observed a co-worker who made inappropriate sexual or racial remarks to another employee, and it was obvious to you that the situation was creating an uncomfortable environment, what would you do?

Interpersonal

What are your strengths?

What would your last boss say about you?

Describe how you like to be managed, and the best relationship you've had with a previous boss.

If I asked your previous/current co-workers about you what would they say?

Describe what you see as your strengths related to this job/position. Describe what you see as your weaknesses related to this job/position.

Explain the phrase "work ethic" and describe yours.



What kind of people do you find it most difficult to work with? 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?

What methods do you use to make decisions? When do you find it most difficult to make a decision?

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?

How would your co-workers describe your work style/habits?

What do you do when others resist or reject your ideas or actions?

What do you think are the best and worst parts of working in a team environment? How do you handle it?

Under what kinds of conditions do you learn best?

How would your past employers describe your response to hectic or stressful situations?

How would your co-workers describe your work style or work habits?

If I asked several of your co-workers about your greatest strength as a team member, what would they tell me?

To you, which is more desirable: A business that is run in an efficient business-like manner OR a business that is run in a personal and friendly way?

General

Could you share with us a recent accomplishment of which you are most proud?

What would you have liked to do more of in your last position? What held you back?

Tell us a bit about your work background, and then give us a description of how you think it relates to our current opening.

What are your qualifications in your area of expertise, i.e., what skills do you have that make you the best candidate for this position? Include any special training you have had (on-the-job, college, continuing education, seminars, reading, etc.) and related work experience.

Why have you applied for this position?

What skill set do you think you would bring to this position?

Tell me about your present or last job. Why did you choose it? Why did you/do you want to leave?

What was your primary contribution/achievement? Biggest challenge?



What are your short-term and long-term goals?

In what areas would you like to develop further? What are your plans to do that?

What are some positive aspects of your last employment/employer? What are some negative aspects?

What do you think about SOPs (Standard Operating Procedures)?

What are your career path interests?

What do you know about our company?

Why should we hire YOU?

If the position required it, would you be willing to travel?

If the position required it, would you be willing to relocate?

If you were offered this position, when would you be available to start?

After learning about this opportunity, what made you take the next step and apply for the job?

If you are the successful applicant, how would you expect to be different after a year in this position?

Now that you have learned about our company and the position you are **applying** for, what hesitation or reluctance would you have in accepting this job if we offer it to you?

Tell me anything else you would like us to know about you that will aid us in making our decision.

What questions would you like to ask me?