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Top 21 Customer Service Interview Questions

- 1) What do you understand by good customer service?
- 2) List 5 qualities that you think we look for in a customer service representative.
- 3) How would you deal with a difficult and angry customer?
- 4) What do you mean by exceptional customer service?
- 5) Name the six elements of customer service.
- 6) How would you retain a customer?
- 7) How do impulse customers differ from loyal ones?
- 8) A customer has entered your store, how would you provide them a good customer service?
- 9) Tell me about a time when you went above and beyond for a customer.
- 10) Do you have any previous experience in working as a CSR [Customer Service Rep]?
- 11) Tell us what do you think about a typical day in a CSR's life?



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- 12) Tell us about a time where you solved a specific customer issue.
- 13) Why do you want to work in customer service?
- 14) What role does empathy play in this field?
- 15) Do you work better individually or as a team?
- 16) Tell me about a time when you couldn't address a customer's issue.
- 17) What metrics do you track on regular basis?
- 18) Are you well-versed with the software designed to maintain the customer record?
- 19) You worked with the marketing department in your previous job, why do you want to transition to this role?
- 20) What is your preferred mode of communication?
- 21) What do you know about our company's merchandise?

Source and more details: <https://prepmycareer.com/customer-service-interview-questions-answers/>