



PrepMyCareer.com

We help you in every aspect of your job search and career planning.

Top 21 Relationship Manager Interview Questions

- 1) Describe yourself in one word.
- 2) What are the different ways using which customers can be contacted?
- 3) What are the various consequences of a bad customer service?
- 4) Differentiate your responsibilities and duties with that of a sales representative.
- 5) Share some of the best customer relationship management (crm) software that are widely used in the industry.
- 6) What is your understanding of the five phases of the customer life cycle? Can you explain them in brief?
- 7) Assume a situation in which a few of our customers have teamed up and are expressing their grievances vehemently. How will you handle this situation?
- 8) Share a real workplace moment when you misbehaved with the clamouring customer(s).
- 9) What are the qualities that an ideal relationship manager must possess? Share the best five.
- 10) In an established business organization like ours, we always believe in following an egalitarian approach and employ human resources from diverse backgrounds. Will you be able to mix up and give your best in such a work environment?



PrepMyCareer.com

We help you in every aspect of your job search and career planning.

- 11) What are your views in relation to “change management”. Can you adjust yourself as per the changing business rules, policies and environment?
- 12) Describe about a time when you performed a task like a novice when you had no prior knowledge and understanding of it.
- 13) What are your views in relation to “overthinking”? Is it a weakness?
- 14) What do you mean by confidentiality of business information? How can you protect its sanctity?
- 15) Employees need constant motivation to perform and deliver what is expected from them. What motivates you to work?
- 16) Our legacy is created by our talented and hardworking employees. Thus, we always hire the best human resources. So, what can you offer us that none of the other candidates can?
- 17) The role of a relationship manager would require you to regularly engage into persuasive conversations with the customers. When done on a daily basis this can lead to stress and anxiety. Can you handle this pressure?
- 18) In the life of corporate employees, there are always times when you are not able to deliver, despite putting your best effort. How do you handle this workplace related failure?
- 19) As a developed business organization, we will require you to perform several business tasks in a single day. All of these will have deadlines that are needed to be achieved. Will you be able to achieve them?



PrepMyCareer.com

We help you in every aspect of your job search and career planning.

20) Almost all the b2c as well as b2b business organizations require relationship managers. What prompted you to choose us as your employer?

21) Do you have any questions for us?

Source and more details: <https://prepmycareer.Com/relationship-manager-interview-questions/>