

Customer Service Skills

Tell me about a time when you took ownership of an issue that was not technically within your remit. What did you do? How did you feel about it?

Tell me about a time when you had to deal with a difficult customer. What did you do? What was the outcome?

Can you think of a example of a time when you've had to balance customer needs with commercial necessities? How did you handle the situation? What was the outcome?

Describe a time when you personally were able to contribute to a customer's satisfaction. What were the circumstances? What did you do? How did you know the customer was satisfied?

We all forget things sometimes. Tell me about a time when you have forgotten to get back to a customer as promised. What did you do? How did the customer react?

Give me an example of a time when you had to deal with a customer who was particularly angry or aggressive towards you. How did you respond? How did it make you feel?