

30 Best Customer Service Interview Questions and Answers

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List of top 30 customer service interview questions most frequently asked interview questions and answers pdf download free

Customer Service Interview Questions and Answers List

1. Your attitude
2. Accurate answers to the customer
3. Professional relationship
4. The face of the company
5. Your experience
6. What does good customer service mean to you?
7. How would you deal with an extremely irate customer?
8. Why do you think you are suitable for a customer service position?
9. What kind of customer would you like to approach? A satisfied customer, a doubtful customer, or an irate customer?
10. Under what circumstances would you escalate the customer's query or problem to your supervisor or boss?
11. If a customer shows up with a complicated problem five minutes before you are to leave for the day, what would you do?
12. If you are faced with a technical product query or difficulty that you aren't well-versed with or confident about, what would you do?
13. Do you think you have the ability to maintain your cool during a call where the customer is firing you with abusive language?
14. If a customer provides you with severely negative feedback or stinging criticism about your service or product, how would you take it?
15. Do you believe in the statement that the 'Customer is the king'; what does it mean to you?
16. What skills did you learn about this business?
17. Is the customer always right?
18. How would you deal with an angry customer who is threatening to take their business somewhere else?
19. When would it be appropriate to initiate contact with a client?
20. How do you face negative feedback from angry clients?
21. How do you define going the extra mile for your customer, give me an example of when you have done this.

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