Call center interview questions and answers

1. Say why you want a call center job

Tell me about yourself.	I'm a recent graduate in business. I worked part time in a shop, and I enjoy helping customers. I'm looking for my first call center job.
Why do you want to work in a call center?	I like talking with people, and I want to use my English every day. I also want to learn good customer service skills.

2. Say why he should hire you

Why should we hire you with no experience?	I learn fast and I'm patient. In my part-time job, I helped customers every day, and I'm ready to follow your training.
What are your strengths?	I stay calm and I listen well. I don't interrupt, so people feel I understand them.
How is your typing?	I type without looking at the keys. I'm happy to take a typing test.

3. Say if you can work night shifts

Can you work night shifts?	Yes, I can. Nights and weekends are fine with me.
Can you tell me about a time you were under pressure?	During exams, I studied and worked part time. I made a weekly plan, and I finished both.

4. Calm an upset customer on a mock call

How do you handle an angry customer?	I stay calm and let the customer finish. Then I say sorry, and I explain what I can do.
Describe this object: a water bottle.	It's a blue steel bottle. It keeps water cold all day, and it fits in a bag.
Sell me this pen.	This pen writes smoothly, and the ink doesn't smudge. It's light, so your hand doesn't get tired. Would you like to try it?
Do you have any questions for me?	Yes. How long is the training, and what does the first week look like?

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