Customer service interview questions and answers

1. Say what good customer service means to you

What does good customer service mean to you?	For me, it means listening first. I want the customer to leave with the problem solved, and to feel that someone cared.
Why do you want to work in customer service?	I enjoy helping people, and I like solving small problems. I also want a job where I talk with people every day.
Why do you want to work for us?	I shop here myself, and the staff are always friendly. I'd like to be that person for someone else.

2. Tell him about a time you helped an unhappy customer

Tell me about a time you helped an unhappy customer.	At my aunt's shop, a woman wanted to return a coat after a month. I said sorry, checked the rules and gave her a store credit. She came back the next week.
How do you say no to a customer?	I say sorry, I explain why in one sentence, and then I say what I can do. I never just say no.
I have no experience in customer service. Can that be a problem?	I don't have a job in customer service yet, but I helped customers at my family's shop. I learn fast and I listen well.

3. Say how you stay calm

How do you stay calm when a customer shouts?	I take a breath and speak slowly. I don't take it personally, because the customer is upset about the problem, not about me.
Tell me about a time you worked in a team.	In a school project, I asked each person to do one part. We met every week, and we finished one day early.

4. Help a customer whose order arrived broken

I'm a customer and my order arrived broken. Go.	I'm so sorry about that. Can I send you a new one today, or would you like a refund?
What is your biggest weakness?	I sometimes talk too much when I'm nervous. So now I ask a question, and then I wait for the answer.
Do you have any questions for me?	Yes. How does the team share the busy hours, and who helps a new person at the start?

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