- 8. Can you describe at do?
- 9. Can you describe a time when you had to delegate work among a team? How did you decide who would do each task? Is there anything you would do differently?
- 10. Can you tell me about a time when you let your team down? What did you do? How did you read?
- 11. Can you talk about a time when you had to encourage your team members to compromise? How did you go about that?
- 12. Give me an example of a time when you tried your best to work with someone, but the problems still remained. What did you learn from that situation?

## **Customer Service Skills**

1.

# Adaptability

- 1. Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
- 2. Describe a time when your team or company was undergoing some change. How did that impact you, and how did you adapt?
- 3. Can you describe a time when you experienced rapid change? How did you handle the situation?
- 4. Tell me abou

- 5. Give me an example of a time you managed numerous responsibilities. How did you handle that?
- 6. How do you handle meeting tight deadlines and what steps to do you take to ensure they are met?
- 7. Can you tell me about a time when you were behind on a project? What did you do?

#### Communication Skills

- 1. Give me an example of a time when you were able to successfully persuade someone to see things your way at work.
- 2. Describe a time when you had to train on a skill. What did you do to make sure everyone was able to understand you?
- 3. Tell me about a time when you had to rely on written communication to get your ideas across to your team.
- 4. Give me an example of a time when you had to explain something fairly complex to a frustrated dient. How did you handle this delicate situation?
- 5. Tell me about a successful presentation you gave and why you think it was a hit.
- 6. , and explain how you handled implementing it.
- 7. What do you do if you disagree with someone at work?
- 8. Can you tell me about a time when your communication failed? What caused the problem? How did you handle the situation?
- 9. Can you tell me about a time when you backed off in a meeting because you felt someone else should speak or have an opportunity?

### Motivation and Value

- 1. Tell me about your proudest professional accomplishment.
- 2. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
- 3. Tell me about a time when you worked under dose supervision or extremely loose supervision. How did you handle that?

- 4. Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it?
- 5. Tell me about a time you were dissatisfied in your work. What could have been done to make it better?
- 6. Have you ever made a mistake? How did you handle it?
- 7. Share an example of how you were able to motivate employees or co-workers.
- 8. Can you describe a time when a co-worker made a mistake and you discovered it? What did you do?

# Job Specific

Please use the job description to create interview questions based off the job responsibilities to gauge your candidate's experience.