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## Customer care representative interview questions and answers

What are some trick questions in job interviews and how should applicants deal with them? Originally appeared on Quora - a knowledge-sharing network where compelling questions are answered by people with unique insights. When a company interviews you, the last thing on their mind is to trick you. They want to get to know you better and determine if you're in the right shape. Conversely, you're not here to answer questions. You're here to determine if the company is right for you. An interview is an investigative conversation, not a one-sided interrogation. Here are some of the most frequently asked questions during the interview and what I, the person conducting the interview, are really looking for. Why did you leave your previous job? What I'm really looking for: I'm asking you to find out what it's like to work with you, because when we talk about others we're actually talking about ourselves. How to deal with it: Say something honest about the future, such as: I was ready for the next opportunity. What not to say: Never complain or criticize where you worked, or anyone you worked for. What are you looking for in the next opportunity? What I'm really looking for: I want to confirm that what you want matches what I'm offering. I want us to be compatible. How to solve it: Make sure you study the company and your job description and enter with clarity about what they want to find. And you should be looking for the best possible fit. What not to say: Anything that reveals the lack of connection between the company I work for and the person I'm interviewing. I really need a job it might be honest, but it doesn't help me determine why you're the best candidate for the job. What I'm really looking for: I'm looking for a quick summary of your work history, but I'm also looking at what you're going to highlight. Ideally, what you talk about with the most enthusiasm is what I need most. How to deal with it: Make the answer as specific, focused, and short as possible, and ask the question back. I've been working in the communications industry for 20 years and I'm curious to know what the ideal candidate looks like for you, which would provide context for what I want to tell you more about. Turn it into a conversation. What not to say: Don't use catchphrases. I'm the go-getter. Do not launch into a detailed laundry list of all the things you have done. Long answers result in people pampering you. What's your biggest weakness? What I'm really looking for: Everyone has weaknesses. I want to know if yours are compatible with my search for candidates. For example, if the job is to lead a team thoughtfully, I don't want to hear that you'd rather make a bad decision than no decision. How to deal with it: Do your homework, then be honest with the weakness you're really struggling with. I'm enthusiastic and as such sometimes struggle to prioritize. Being honest with weakness means you're going to end up in a job that's right for you. Why don't I just say: Don't say I'm a perfectionist. Perfectionists are reluctant to try new things and as such do not grow as fast as people who are less afraid of doom. Give me an example of the mistake you made and how you fixed it. What I'm really looking for: everybody makes mistakes. I want to know if you're self-conscious and a coach. I want to see if you have courage and responsibilities or if you place blame on others. How to deal with it: Sever a mistake, own up to it, and then explain how you found a solution. The whole answer should be clear and short. What not to say: I'm never wrong. And I would never have made this one if it wasn't for my boss, who used me consistently to cover his override. What's your salary? What I'm really looking for: I really want to know how much you want to see if under my budget constraints I can afford you. How to deal with it: Choose a range that's just and would make you happy for the next 365 days. What not to say: Candidates who answer this question clearly are always taken more seriously than those who refuse to answer. Where do you see yourself in five years? What I'm really looking for: I want to know if you're a long-term player. Attrition is hurting my business. How to solve it (if you don't have a 5-year plan): I'm looking for a position where I can ideally grow within the company. In five years, I hope to learn and grow. What not to say: I don't know. It's okay not to know, but it doesn't help to distinguish you from the other candidates. Why would he get this job? What I'm really looking for: a superb summary of your strengths and how clearly you deliver them. How to deal with it: Practice. Prepare this answer. The general message should be: The attributes you're looking for match my natural strengths, and my records prove it. What not to say: Something that reflects that you're thinking about yourself, not the company. Because I'm the best is less impressive than because I know how to contribute to a company exceeding business goals. Once the company determines it wants to hire you, it will look for references. Don't just give them contact details: follow them. Call your references and say: This company is specifically looking for someone to lead their team. I would really appreciate it if you could highlight the work we did when I ran the xx project and how I dealt with making everyone feel listened to. This question originally appeared on Quora - a knowledge-sharing network where compelling questions are answered by people with unique insights. You can follow Quora on Twitter, Facebook and Google+. More questions: As excited as you are about the big job interview to come, you're probably nervous too – and we all know it's hard to look and sound impressive when your heart is pounding and your brain is going into fight-or-flight mode. But fear not, because some simple preparation makes a world of difference. When you go into feeling more confident, you might even find I enjoy talking. Here are some of the most common interview questions you'll need to be prepared for. They are also some of the most demanding to respond. Interview Question 1: Tell me about yourself. Examiners usually lead with this, and while it should be the easiest answer of all, sometimes it's the hardest. Your mind begins scrolling through endless files of information, trying to choose a few relevant facts, is the interviewer looking for a no-nonsense direct answer? Are they looking for something to delight them? Do they actually want to know about your passion for craft cheeses, or should you save it for another interview? How NOT to answer: Well, my enneagram number / Myers-Briggs type / star sign is ... I'm the seventh of nine children... I grew up in Tulsa and occasionally go back there for holidays... I'm a bit of a night owl... It sounds like I'm stating the obvious, but you'd be surprised how many people draw a blank in the interview and start reciting their autobiography. There is nothing wrong with giving personal information, but at this stage of the game we should sort of connect to the job. (Of course, if an interviewer asks about your family or hobbies, it's different). How to respond: Here's the deal – the hiring manager is trying to get a sense not only of who you are as a person, but also of how genuinely passionate you are about the role. Make it relevant and let your passion for your field pass. Ready to find your dream job? We'll show you how. Prepare for this question by thinking about how you got to where you are today—what led you to continue with this career area and this job? Why is this job important to you? Think about structuring your answer something like this: I've loved \_\_\_\_ for as long as I can remember. I really wanted to continue to develop my skills in this field, which I by \_\_\_\_\_. This eventually led to opportunities for \_\_\_\_ and \_\_\_\_\_. Now I want to bring these experiences and knowledge to this company, so that I can help as many people as possible. Obviously, that's going to change to fit your story. But as a general rule, try to include details about your past experience in the field and link it to why you're doing what you're doing now and where you want to go from here. Interview Question 2: Why did you leave your last job / Why do you want to leave your current job? This is another of the most common interview questions (and one of the most likely candidates). The best practice here is to be honest, but don't go into all the creepy details (unless more information is required). If you left for an easily explained reason like your job was a seasonal position or your family needed to move, great! If it was a more complicated situation, there are some things and no. How not to answer: You wouldn't believe how horrible my last boss is. My associates were petty and talked about me behind my back. I always had to work late and on weekends, and I got sick. that's. My manager yelled at me if I was only five minutes late for work. They really didn't know what they were doing as a company. I never got a chance to run a meeting. Or a project. Or something like that. These could all be very true reasons why you left your job (or were asked to leave). I want you to be honest, but you also need to be careful with the tone and text of your response. You should never sound like you're complaining, whining or mispronouncing your former boss or peers, even if they've made your life miserable. Even if you're fired, there's a better way to approach the topic. How to respond: The most important thing the examiner knows is that no matter what happens, you have learned and grown out of it and are actively working to improve moving forward. Try to frame the real reason for going within positive statements, explaining what you have learned and how you plan to use this information in the future. For example, if you left because of a poor work environment, you could say something like: I work best in a company culture where everyone is supportive and honest, and unfortunately I realized that there are some bigger issues within the company that don't agree with my values. But I'm grateful for the experience and learned that a healthy company culture is a key part of the job search for me. If you were released, you could say something like: I was excited to try a new job and thought I would fit in well because of my skills in \_\_\_\_ and my past experience \_\_\_\_\_. But when I started the job, I found that I misunderstood the job requirements and that there should have been more communication at the front about the level of skill required for this job. My manager and I agreed not to fit in, but in the meantime, I was working on my own communication skills and honing my craft in other areas by doing \_\_\_\_\_. Regardless of the situation, do not forget to enter with an attitude of humility and positivity. And never lie about your experiences – for a hiring manager, the truth is just one phone call away. Interview Question 3: What is your greatest weakness/strength? Now comes the awkward part where you might feel like you're either throwing yourself under a bus or shouting your own praise from the rooftops. With the right approach and formulation, you don't have to do any of that. Just like the question of why you left your job, it's best to be honest and show how you work to overcome weakness (but there's no need to unpack your emotional baggage). For strengths, be humble, but know the value of your skills. How not to answer: I don't really have any weaknesses. I was better at research than anyone else in my last company. I get angry when people don't get things right the first time. I'm having trouble managing my time and I always feel like I'm lagging behind. I'm a perfectionist. How to respond: When talking about benefits, try not to give generic answers. Everyone's going to say they're heavy, and they like to do a good job. Instead, find personal traits and skills earned by experience that set you apart and make you a valuable asset for the company. Keep in mind the job description for this response and try to highlight the benefits you really have that fit what they're looking for. Instead of simply naming strength, consider giving an example of the time you used it in action or the person who highlighted that strength in you. For example, you could say something like: My former leader told me that he didn't know what the team would do without my communication skills and ability to solve problems in difficult situations. In fact, even though I wasn't in a leadership role, he asked me to run a few projects for him. In this way you find yourself humble and confident! When you talk about weaknesses, show that you are self-conscious enough to know where your problem areas are. Then explain how you deal with this weakness and how you work to improve. For example: I'm not good with details. I'm a great thinker and I'm all about action, which is why I sometimes shine over small but important things. I challenged myself to ask more specific questions and make sure I had all the information before I entered the project that I'm excited about. Interview Question 4: What salary do you expect to earn? Talking about pay is never comfortable. No one wants to sell short, but sometimes people are also afraid to name a number that seems ridiculously high to the interviewer. Some companies may require you to circulation the exact number or at least expectation of the salary range, so be prepared with some numbers for the case. If they don't put that in, you don't have to give a number. This can automatically limit you to the number you quoted, when the company may be willing to pay more. Explore job search sites like Indeed or Glassdoor to find out what the market value is for that position. Then, when asked a question, say something like: My expectation is that I will be paid market value. Interview Question 5: Of all the candidates, why do you think you should get a job? When it comes to this usual interview, you need to be prepared to justify why you're a big fit for the company, not just listing the benefits. It can be frightening to think about all the other people applying for this position and how you can or may not match them. Instead of focusing on comparison, focus on what you bring to the table and what value it would create for the company. How NOT to answer: um . . . I have a lot of experience. I'm correct. I'm a fast learner. I know I'd do a better job than anyone else. You don't want to repeat the list of benefits you told the interviewer earlier, and you also don't want to say something that all the other candidates will say - even if it's true. You could apply over a thousand people for this job who are just as accurate as you are. What makes you different? How to respond: Your benefits can definitely be part of your answer, but they shouldn't be your whole answer. Think about all the checkpoints you should be looking for if you were a hiring manager. Does this person fit into the culture of the company? Do they have a competitive level of experience? Do they care about our mission? Do they go above and beyond their work? Then find a way to briefly touch all these points. Your response should sum up your passion for the company, so that your unique combination of skills and strengths bring value, how past jobs have equipped you for this and all the major achievements you've had in your field that would set you apart from other candidates. Include any other significant details that show that you have personally invested in this role. This is your time to be brave! Remember, it's important to include specific examples to frame what you say. The examiner doesn't just want to hear information about you; they want to know why this information makes you the best person for the job. The questions you should never ask in an interview The Examiner won't be the only one asking questions in your interview! Any good hiring manager will ask you if you have any questions, and you should be willing to ask some. However, there are some questions that send the wrong message to your examiner that could seriously harm your chances of moving forward in the recruitment process. Here are some examples: How many sick days/vacations would I get? If I get all the hours, can my schedule be flexible? Do you check your employees' social media accounts? What's the policy if I come late? So, what's this company doing, exactly? How quickly can I be promoted from this position? How often do you give raises to your employees? Do you test all your employees for drugs? How many warnings do you give before you fire someone? I hope I don't have to explain why these aren't big questions. Just use common sense and don't ask questions about pay, benefits or anything that makes you sound like an escaped convict and you'll be just fine! Appropriate questions to ask the examiner: What types of people do they manage here? How will my performance be measured and how often can I expect feedback on my work? Do team members work remotely? (Depending on the position, you may want to wait for the second or third interview to ask him this one.) What is the culture of the company and can you give me some examples of how it plays out in a typical work week? Does this company offer employees any chance of additional training or professional development? Questions like these show that you are eager to learn and excited about the opportunity. If you need more advice on squeezing yourself out in the recruitment process, check out my Get Hired digital course. It's an online video course packed with 11 lessons that will give you the tools and strategy you need to observed and approached a dream job. Job.