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Next

Behavioural interview questions and answers for customer service representative

Page 2Read morePersonal stories about female friendships and relationships. 1. Top 10 municipal interview questions with answers In this file, you can ref interview materials for municipal such as, municipal situational interview, municipal behavioral interview, municipal phone interview, municipal interview thank you letter, municipal interview tips ... Other useful materials for municipal interview: • [topinterviewquestions.info/free-ebook-80-interview-questions-and-answers](#) • [topinterviewquestions.info/free-ebook-18-secrets-to-win-every-job-interviews](#) • [topinterviewquestions.info/13-types-of-interview-questions-and-how-to-face-them](#) • [topinterviewquestions.info/top-8-interview-thank-you-letter-samples](#) 2. Tell me a suggestion you have made that was implemented in this municipal field? It's important here to focus on the word "implemented." There's nothing wrong with having a thousand great ideas, but if the only place they live is on your notepad what's the point? Better still, you need a good ending. If your previous company took your advice and ended up going bankrupt, that's not such a great example either. Be prepared with a story about an idea of yours that was taken from idea to implementation, and considered successful. 3. What experience do you have in this municipal field? Hopefully if you're applying for this position you have bags of related experience, and if that's the case you should mention it all. But if you're switching careers or trying something a little different, your experience may initially not look like it's matching up. That's when you need a little honest creativity to match the experiences required with the ones you have. People skills are people skills after all, you just need to show how customer service skills can apply to internal management positions, and so on. 4. What is your greatest weakness? This is a challenging question -- as if you have no weaknesses you are obviously lying! Be realistic and mention a small work related flaw. Many people will suggest answering this using a positive trait disguised as a flaw such as "I'm a perfectionist" or "I expect others to be as committed as I am." I would advocate a certain degree of honesty and list a true weakness. Emphasize what you've done to overcome it and improve. This question is all about how you perceive and evaluate yourself. 5. What challenges are you looking for in this position? A typical interview question to determine what you are looking for your in next job, and whether you would be a good fit for the position being hired for, is "What challenges are you looking for in a position?" The best way to answer questions about the challenges you are seeking is to discuss how you would like to be able to effectively utilize your skills and experience if you were hired for the job. You can also mention that you are motivated by challenges, have the ability to effectively meet challenges, and have the flexibility and skills necessary to handle a challenging job. You can continue by describing specific examples of challenges you have met and goals you have achieved in the past. 6. Have you ever had a conflict with a boss or professor? How was it resolved? Note that if you say no, most interviewers will keep drilling deeper to find a conflict. The key is how you behaviourally reacted to conflict and what you did to resolve it. For example: "Yes, I have had conflicts in the past. Never major ones, but there have been disagreements that needed to be resolved. I've found that when conflict occurs, it helps to fully understand the other person's perspective, so I take time to listen to their point of view, and then I seek to work out a collaborative solution. For example . . ." Focus your answer on the behavioural process for resolving the conflict and working collaboratively. 7. What do you know about us? Follow these three easy research tips before your next job interview: 1) Visit the company website; look in the "about us" section and "careers" sections 2) Visit the company's LinkedIn page (note, you must have a LinkedIn account — its free to sign up) to view information about the company 3) Google a keyword search phrase like "press releases" followed by the company name; you'll find the most recent news stories shared by the company Remember, just because you have done your "homework", it does not mean you need to share ALL of it during the interview! Reciting every fact you've learned is almost as much of a turn off as not knowing anything at all! At a minimum, you should include the following in your answer: 1. What type of product or service the company sells 2. How long the company has been in business 3. What the company culture is like OR what the company mission statement is, and how the culture and/or mission relate to your values or personality 8. Why do you want to work with us? More likely than not, the interviewer wishes to see how much you know about the company culture, and whether you can identify with the organization's values and vision. Every organization has its strong points, and these are the ones that you should highlight in your answer. For example, if the company emphasizes on integrity with customers, then you mention that you would like to be in such a team because you yourself believe in integrity. It doesn't have to be a lie. In the case that your values are not in line with the ones by the company, ask yourself if you would be happy working there. If you have no issue with that, go ahead. But if you are aware of the company culture and realize that there is some dilemma you might be facing, you ought to think twice. The best policy is to be honest with yourself, and be honest with the interviewer with what is it in the company culture that motivates you. 9. Why should the we hire you? This is the part where you link your skills, experience, education and your personality to the job itself. This is why you need to be utterly familiar with the job description as well as the company culture. Remember though, it's best to back them up with actual examples of say, how you are a good team player. It is possible that you may not have as much skills, experience or qualifications as the other candidates. What then, will set you apart from the rest? Energy and passion might. People are attracted to someone who is charismatic, who show immense amount of energy when they talk, and who love what it is that they do. As you explain your compatibility with the job and company, be sure to portray yourself as that motivated, confident and energetic person, ever-ready to commit to the cause of the company. 10. What kind of salary do you need? A loaded question. A nasty little game that you will probably lose if you answer first. So, do not answer it. Instead, say something like, That's a tough question. Can you tell me the range for this position? In most cases, the interviewer, taken off guard, will tell you. If not, say that it can depend on the details of the job. Then give a wide range. 11. Useful materials for municipal interview • [topinterviewquestions.info/440-behavioral-interview-questions](#) • [topinterviewquestions.info/top-36-situational-interview-questions-with-answers](#) • [topinterviewquestions.info/95-management-interview-questions-with-answers](#) • [topinterviewquestions.info/top-30-phone-interview-questions-with-answers](#) • [topinterviewquestions.info/290-competency-based-interview-questions](#) • [topinterviewquestions.info/45-internship-interview-questions](#) • [topinterviewquestions.info/top-free-14-cover-letter-samples](#) • [topinterviewquestions.info/top-free-16-resume-sample](#) • [topinterviewquestions.info/top-15-ways-to-search-new-jobs](#) • [topinterviewquestions.info/second-interview](#) • [topinterviewquestions.info/job-interview-checklist-40-points](#) • [topinterviewquestions.info/top-15-tips-for-interview-preparation](#) • [topinterviewquestions.info/top-questions-to-ask-employer-during-interview](#) • [topinterviewquestions.info/top-56-interview-written-test-examples](#) • [topinterviewquestions.info/top-38-job-interview-best-best-practices](#) 12. Do you have any questions to ask us? Never ask Salary, perks, leave, place of posting, etc. regarded questions. Try to ask more about the company to show how early you can make a contribution to your organization like "Sir, with your kind permission I would like to know more about induction and developmental programs?" OR Sir, I would like to have my feedback, so that I can analyze and improve my strengths and rectify my shortcomings. 13. Top 6 job tips for municipal interview (see details in next page) 14. Tip 1: Do your homework You'll likely be asked difficult questions during the interview. Preparing the list of likely questions in advance will help you easily transition from question to question. Spend time researching the company. Look at its site to understand its mission statement, product offerings, and management team. A few hours spent researching before your interview can impress the hiring manager greatly. Read the company's annual report (often posted on the site), review the employee's LinkedIn profiles, and search the company on Google News, to see if they've been mentioned in the media lately. The more you know about a company, the more you'll know how you'll fit in to it. 15. Tip 2: First impressions When meeting someone for the first time, we instantaneously make our minds about various aspects of their personality. Prepare and plan that first impression long before you walk in the door. Continue that excellent impression in the days following, and that job could be yours. Therefore: • Never arrive late. • Use positive body language and turn on your charm right from the start. • Switch off your mobile before you step into the room. • Look fabulous; dress sharp and make sure you look your best. • Start the interview with a handshake; give a nice firm press and then come up and down movement. • Determine to establish a rapport with the interviewer right from the start. • Always let the interviewer finish speaking before giving your response. • Express yourself fluently with clarity and precision. 16. Tip 3: The "Hidden" Job Market Many of us don't recognize that hidden job market is a huge one and accounts for 2/3 of total job demand from enterprises. This means that if you know how to exploit a hidden job market, you can increase your chance of getting the job up to 300%. In this section, the author shares his experience and useful tips to exploit hidden job market. Here are some sources to get penetrating into a hidden job market: Friends; Family; Ex-coworkers; Referral; HR communities; Field communities; Social networks such as Facebook, Twitter... Last recruitment ads from recruiters; HR emails of potential recruiters... 17. Tip 4: Do-It-Yourself Interviewing Practice There are a number of ways to prepare for an interview at home without the help of a professional career counselor or coach or a fee-based service. You can practice interviews all by yourself or recruit friends and family to assist you. 18. Tip 5: Ask questions Do not leave the interview without ensuring that you know all that you want to know about the position. Once the interview is over, your chance to have important questions answered has ended. Asking questions also can show that you are interested in the job. Be specific with your questions. Ask about the company and the industry. Avoid asking personal questions of the interviewer and avoid asking questions pertaining to politics, religion and the like. 19. Tip 6: Follow up and send a thank-you note Following up after an interview can help you make a lasting impression and set you apart from the crowd. Philip Farina, CPP, a security career expert at Manta Security Management Recruiters, says: "Send both an email as well as a hard-copy thank-you note, expressing excitement, qualifications and further interest in the position. Invite the hiring manager to contact you for additional information. This is also an excellent time to send a strategic follow-up letter of interest." 20. Other job interview materials: Below are other useful materials from: [topinterviewquestions.info](#) • Top 12 job interview case study samples • 15 interview followup email examples • 28 job interview guide • 14 job interview tips for candidate with no experience • 29 powerpoint presentation examples • 15 interview role play examples • Free ebook: 80 interview questions and answers pdf download • 25 interview scenarios questions • Top 10 biggest/strengths weaknesses in job interview • How to answer question: tell me about your self? • Top 12 tips for dress code (clothes, attire) • 25 job interview do's and don'ts • 7 interview assessment forms • 27 interview advices • Top 20 closing questions/ closing statements • 9 interview evaluation forms/interview rating forms • 12 interview group/panel discussion tips • How to do interview introduction? • 18 scenario questions • 23 screening questions • Top 4 municipal officer, municipal representative, municipal specialist, municipal supervisor, municipal support, vp municipal, municipal administrator, municipal advisor, municipal analyst, municipal associate, municipal clerk, municipal consultant, municipal coordinator, municipal controller, municipal engineer, municipal executive, municipal manager, municipal officer, municipal representative, municipal specialist, municipal supervisor, municipal support, vp municipal, municipal administrator, municipal advisor, municipal analyst, municipal associate, municipal clerk, municipal consultant, municipal coordinator, municipal controller, municipal engineer, municipal executive, municipal manager, municipal officer, municipal representative, municipal specialist, municipal supervisor, vp municipal, municipal administrator, municipal advisor, municipal analyst, municipal associate, municipal clerk, municipal consultant, municipal coordinator, municipal controller, municipal engineer, municipal executive, agency, agile, apartment, application, architecture, asset, assistant, audit, auto, automotive, b2b, bakery, band, bank, banquet, bar, benefits, beverage, billing, brand, budget, building, business, cafe, call center, car, catering, channel, clinic, commercial, communications, community, construction, consulting, content, creative, crm, customer relations, customer service, data, database, delivery, design, digital marketing, distribution, ecommerce, education, electrical, energy, engineering, environmental, equipment, erp, events, exhibition, export, f&b, facilities, factory, fashion, finance, fmcg, food industry, fundraising, furniture, gallery, golf, grants, grocery, gym, healthcare, help desk, hospital, hospitality, hotel, housekeeping, housing, hr, hse, hvac, ict, import, infrastructure, innovation, insurance, interactive, interior design, international, internet, inventory, investment, it, jewelry, kitchen, lab, leasing, legal, logistics, maintenance, manufacturing, market, marketing, materials, media, merchandising, mining, mortgage, music, network, new car, ngo, nhs, non profit, non technical, oem, office, offshore, oil and gas, operations, outbound, outlet, overseas, parts, payroll, pharmaceutical, pharmacy, plant, procurement, product, production, project, property, purchasing, quality assurance, r&d, real estate, records, recruiting, release, research, reservations, restaurant, retail, safety, municipal, salon, security, service, shipping, social media, software, sourcing, spa, staffing, store, studio, supply chain,

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