



CAREER SERVICES

Sample Interview Questions and Answers

Q: Tell me about yourself?

A: My name is Anita Thompson. I have been working in the customer service field for about 18 years as a cashier and retail associate. Currently, I'm working as a cashier at Winn Dixie on Colonial Drive. I came across this position on indeed.com and decided to apply because I really like the values of Walmart as a company and I think I would be able to do good work here, just like I've been doing in my previous positions.

Q: What is your idea of customer service?

A: Customer service is providing a service to a customer in a way that makes them have a good experience. Some of the things people can do to provide good customer service include greeting customers in a pleasant way, answering questions and being helpful, and making sure that you work efficiently.

Q: Tell me about a time you helped a co-worker solve a problem

A: Once, there was a new worker who was having trouble remembering how to process a return and her line was getting long. Our manager was very busy. My line was very short, so I finished ringing up my customer and asked the next person in line if it was ok if I stepped over and assisted my co-worker for a minute. The customer said yes, so I went over and showed my co-worker what to do. She was very thankful and the customers commented and said that it was a nice thing for me to do.

Q: How would you handle a difficult customer?

A: I've had to deal with difficult customers several times. What I usually do is to first, listen to them and allow them to express what the issue is to me. Then I will try to rephrase what they have said to make sure I understand. If it is something that I can assist with I will help them based on store policies. If they are not happy with the store policies, then I usually inform them that I'm only allowed to abide by store policies and then I let them know that they have the option of speaking with a manager. If they agree, then I contact a manager for them. I usually ensure that I speak calmly and maintain professionalism.

Q: Why do you want to work at _____?

A: I've worked in several different customer service positions in different companies. I researched this company and I really like the values that this company operates under. I also experience excellent customer service when I use the services here and I believe that I will be able to add to that if I receive the opportunity.

Q: What is your greatest strength?

A: My greatest strength is my ability to be flexible. When you work in customer service you encounter different people and different scenarios every day. Every day is different, so you have to learn to be flexible and adapt to different people



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and situations. I make sure I make a conscious effort to treat every customer like they are my first customer of the day and give them a good experience.

Q: What is your greatest weakness?

A: My greatest weakness is talking with my customers too much, but I make sure that I work and talk at the same time so that I don't keep them or other customers waiting.

Q: What does a typical day look like for you?

A: On a typical day, I get up early to get myself and my children ready for the day. They head off to school and depending on the shift I'm working, I head to work or I get some house work done or run errands before my shift starts. I make sure that my children have what they need when they get home before I go to work, if I'm working an afternoon/evening shift. Then I head to work and do my best and make it a great day for me and my customers.

Q: How would the people who know you describe you?

A: People who know me would say that I'm personable. I always try to be positive and I'm a hard worker. If there are things to get done, they know that they can count on me.

Q: Tell me why I should hire you?

A: I've been working in similar positions like this one for a number of years. I'm an eager and ready to contribute my years of experience and good work ethic to be a positive addition to your company. I'm also open to learning new ways of doing things and the different operations of this specific store so that I can continue to grow and be a better employee.

Other Common Questions

1. What are your short-term goals? Long-term goals?
2. What do you see yourself doing in five years?
3. Describe what you find stressful in a job. How do you handle the stress?
4. Describe a recent situation when you had to motivate others. What was the outcome?
5. How do you feel about relocating, traveling, working overtime, and spending weekends in the office?
6. Tell me about your most difficult decision and how did you go about making it? 9. What do you really want to do in life?
7. What types of situations put you under pressure, and how do you deal with the pressure?
8. What personal factors do you consider most important in evaluating yourself or your success?



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9. What have you enjoyed most and liked least about the work you have done?
10. Tell me what you know about our organization?
11. What qualities should a successful supervisor/manager possess?
12. Do you prefer to work in a group or alone?
13. What kind of supervisor do you prefer? Tell me about your best/worst supervisor.
14. What do you think it takes to be successful in a company like ours?
15. What kind of reference do you think your last employer will give you?

Questions to ask

1. What might a typical workday in this position be like?
2. What kind of supervision will I receive? How will my performance be evaluated?
3. What is your organization's short range and long range plans for the future?
4. I was reading about (blank) in your organization's literature and I am interested in learning more about it. Can you tell me more?
5. What do you like about working here or this company?
6. What are some the problems facing your staff today?
7. Is there anything else I can tell you about my qualifications?
8. From what I have told you, do you feel my skills will contribute towards your organization?
9. How would you describe the company environment?
10. How are employees rewarded if they perform well?
11. Describe the kind of people who excel in your company.
12. How do current employees feel about their jobs and the company?
13. What is your turn-over rate of new hires within one year? Why do they leave?
14. What are the opportunities to move up within the organization?
15. How secure is this position? If I were to be laid off, what assistance would I receive?
16. What qualities are you looking for in your new hires?



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17. What characteristics does a successful person have in your organization?