

Interview Guide

Customer Service Representative Benchmark

Signature Profile

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Predictive Competencies:

- Finds Common Ground to Work Well with Others
- Uses Customer Contact to Build Business
- Advocates for Customers to Drive Results
- Keeps Contact with Customers Upbeat and Positive

Applicant Name: _____

Interview Date: _____

Interviewed By: _____

Overall
Comments: _____

Finds Common Ground to Work Well with Others

Question 1: Tell me about a situation in which your opinion or perspective differed from someone else's way of viewing the same situation.

Notes:

Question 2: How did you accommodate people with different ideas?

Look for:

- curiosity about the source of differences between people
- willingness to listen to new ideas or beliefs
- recognition of different priorities
- flexibility associated with tolerating different viewpoints

Notes:

Question 3: How successful have you been at reaching a meeting of the minds when different opinions or perspectives clash? How do you know that you have been successful?

Look for:

- broadening of their own perspective as a result of the experience, e.g., looking for opportunities to travel and gain exposure
- overall belief that they can find common ground with others despite outward differences
- is not inclined to stereotype those who are different but accepts people at face value

Notes:

- Excellent | Always matched the points to look for
- Average | Matched some of the points to look for
- Poor | Did not match any of the points to look for

Uses Customer Contact to Build Business

<p>Question 1: Tell me about the account base in your previous position.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Question 2: What steps did you take to increase the customer base?</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ always seeking opportunities to uncover possible business contacts ▪ constantly meeting people and networking ▪ involvement in activities or organizations that would introduce them to prospects 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Question 3: How would you rate your ability to expand your customer base and why?</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ makes networking a priority, not a time-filler during slow periods ▪ persistent in a focus on expansion, even when they hit a wall; is not discouraged by rejection ▪ comfortable with meeting people and trying to interest them in the product or service 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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Advocates for Customers to Drive Results

<p>Question 1: Describe the objectives you set for yourself in your last position.</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ desire to be a top producer 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Question 2: How did you incorporate satisfying customer requirements with achieving your objectives?</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ results are achieved by knowing the customer's business and meeting their needs ▪ effort to partner with the customer ▪ goes to bat for the customer when faced with obstacles ▪ a collaborative effort with internal resources to satisfy the customer 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Question 3: What has been your success rate in reaching your goals? How was that accomplished?</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ acts as the voice of the customer within the organization ▪ sees customers as partners in building a livelihood ▪ dedication to sustaining a trusting relationship with the customer 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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Keeps Contact with Customers Upbeat and Positive

<p>Question 1: Describe a past work-related situation that had the potential to take a negative turn.</p>	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Question 2: How did you respond?</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ established an easy rapport and open communication with others; did not look for a hidden agenda ▪ an effort to draw others into a positive resolution ▪ a focus on helping or supporting others rather than a focus on themselves ▪ unwillingness to concede to negative circumstances or obstacles 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>Question 3: How would individuals who have shared this type of experience with you describe your response?</p> <p>Look for:</p> <ul style="list-style-type: none"> ▪ belief that things will work out for the best; every cloud has a silver lining ▪ ability to see the positive side of the situation ▪ maintains a positive attitude that makes others feel good about an interaction with them 	<p>Notes:</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

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