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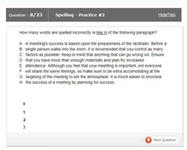
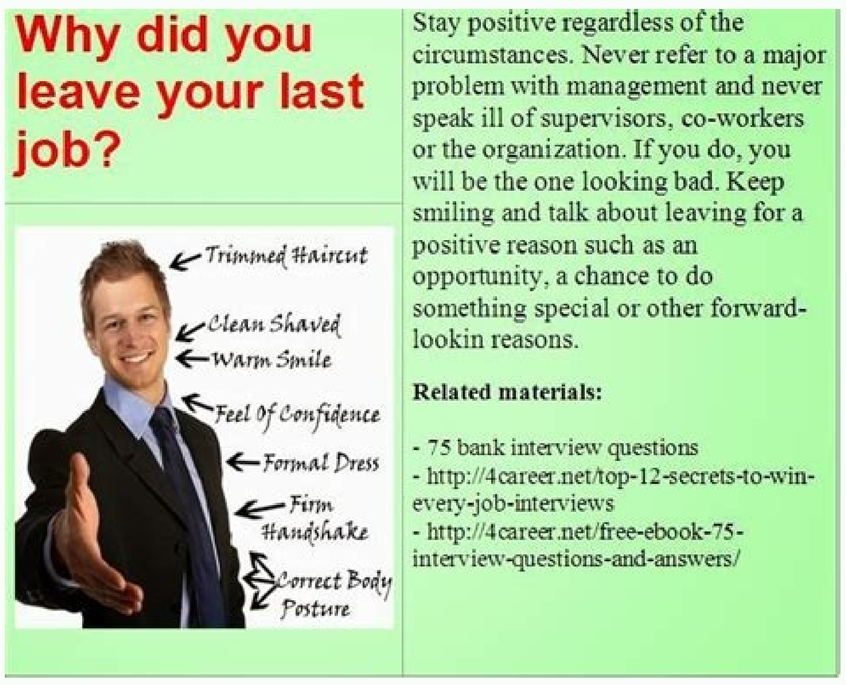
Customer service interview situational questions and answers





S	Situation	Detail the background. Provide a context. Where? When?
T	Task	Describe the challenge and expectations. What needed to be done? Why?
A	Action	Elaborate your specific action. What did you do? How? What tools did you use?
R	Results	Explain the results: accomplishments, recognition, savings, etc. Quantify.

'STAR' Technique to Answer Behavioral Interview Questions

http://www.RightAttitudes.com

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First, your candidate can show flexibility, mentioning that she would stay up until late, adjust her priorities and manage to finish the project the way it needed to be finished. Ideally, your candidate would say something like this: Ã ÂFirst, IÂ µ Âd The questions of the situational interview are largely hypothetical and can be intentionally both, such as, Ã ÂHow would you not deal with X if you Ã I like to keep up and talk on the phone at various stages of the process with the client, but my colleague Â Â has seen the prop³t in communicating with the client so often. Previously we addressed behavioral µ such as the STAR, which asks candidates to articulate past experiences and what they learned. Ideally, you dont want the candidate to say something like this Â ³ÂÃ when it comes into conflict, but when it comes to it, it approaches a business perspective and communicates problems when they arise. 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In that case, the candidate addressed the situation of a place of compassion and understanding rather than frustration. Finally, I would suggest ways to improve, to show the employee that I want to be a resource to help them grow. With this response, your candidate has shown a maturity level by providing resilient feedback. We ³ not and agree to follow the customer every two weeks, rather than every week, to make collaboration smoother. Particularly, if the mistake is my fault, it is important that I be honest and open about it - There is a good opportunity for learning and growth for me, and it could prevent others from making that same mistake. What to look for in a good answer: If you are not looking to fill a leadership position, you will not need a candidate who can handle difficult conversations with employees. You probably didn't mention any shortcomings that you didn't have, how you didn't grow up, and how you won't deal with conflict with coworkers in the future. Instead of inhabiting the resistance of her team, she wisely found appropriate ways to present the idea to counter the lives of her team. Instead, you should not use your problem-solving skills and your sense of self to respond You read hypothetically with a conflict that could arise in the future without the advantage of retrospective. This is my job as your doog a clear rof Kool tahW .roivaheb doog rieht ezingocer wonk meht Tel, ecnamrofrep rieht tuoba evitisop gnihtemos htiw pinch trats da Â Ã ¢ .6 .ytirutam lanoitome gnitartsnomed elihw, segnahc even kcabdeef sesu ohw etadidnac a tnaw uay .sgnicttrohs rehawa from OHOLPME @ â € May â € â € â € ¢ i NEHT. 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