

Skill Name: Customer/Client Focus

Skill Description: Dedicated to meeting customer/client expectations; able to develop and maintain relationships with customers/clients; resolve customer/client conflicts.

Skill Notes: Puts people at ease; builds rapport; resolves conflicts; assess comfort with interview and examples used.

1. Tell me about the most irritating customer/client you had to deal with in the past six months. Exactly what did they do? What did you do?
2. Give me an example of a time when you effectively used your people skills to solve a customer/client problem.
3. Customers/clients can be trying at times. They can demand services that go beyond our duties. Can you tell me about a time when a customer/client asked you to do something beyond the call of duty?
4. Tell me about the last time that a customer/client lost his/her temper. How did you deal with him/her? How was it resolved?
5. Everyone has said something to a customer/client that they wish they had not said. In the past six months, what is the thing you most regretted saying to a customer/client? What did you do to correct it?
6. Describe the most frustrating time you have experienced when trying to solve a customer/client's problem.
7. Some customers/clients can be irritating or rude. Tell me about the most irritating customer/client you had to deal with in the past six months. Exactly what did you do?
8. Describe a recent experience that best shows your ability to deal effectively with people.
9. Tell me about the nicest compliment you received when serving a customer/client. What was the situation that led up to the compliment? What did you do that resulted in the compliment?
10. Think about the worst day you had in the past month. Describe your reactions to the clients on that day.
11. Describe a recent situation when you were most successful at listening and identifying a customer/client's needs.

12. Give an example of a time when you had to explain and enforce a company policy that a customer/client did not agree with.
13. What suggestions have you made in your current position to improve service to customer/clients? What was the result?
14. What do you consider the most important contributions your department has made to the organization? What was your role? Give examples.
15. How do you develop a rapport and maintain a relationship with an assigned customer/client? Give examples.
16. Tell me about the most difficult customer/client you had to assist. Why was he/she difficult? What did you do?
17. What skills or qualities are important for dealing effectively with clients? Give me an example of a time when you displayed these skills or qualities.
18. Tell me about a time you had to deliver bad news to a customer/client. How did you prepare?
19. Describe a situation where you went 'above and beyond' in servicing a customer/client.
20. Tell me about a recent time when you had to diagnose a difficult client/customer situation.
21. Describe a recent time when resolving a customer problem was especially difficult. How did you handle it?
22. A customer/client is transferred to you and he/she has been transferred a few times already, and it was unclear whether he/she is in the correct location with you. How would you handle this?