

# INTERVIEW PRACTICE

## INTERVIEW QUESTIONS FOR CONTACT CENTRE POSITIONS

Interviews can be nerve-racking. But taking the time to prepare and practice will help you feel more confident.

Providing outstanding customer service and sales support is integral to the success of any contact centre. Whether you are calling up about a utilities bill, connecting to the internet or opening up a bank account, the chances are you have spoken to someone working in a contact centre.

Contact centres can be fun and rewarding careers, with a lot of room for growth and development. There are endless opportunities and pathways to follow and they are a fantastic starting point for someone entering into the workforce.

Below we will cover off some of the key interview questions that may be asked in an interview for a role working in a contact centre.

Generally, most interviews will begin with your interviewer asking you to tell them a little bit about yourself. Make sure you watch our video "How To Give An Amazing Answer To The Most Common Interview Question" to nail this question.

They will then moving onto asking some of the questions you will find on the following page.



# INTERVIEW QUESTIONS FOR CONTACT CENTRE POSITIONS

- Why are you on the lookout for a new role?
- What attracted you to this position?
- What are your key strengths?
- Tell me a little about your most recent role?
- What was the nature of your role?
- What sort of KPI's or targets did you have to work towards?
- How many calls would you take per day?
- Are you required to make outbound calls in your role?
- What does good customer service mean to you?
- Has there ever been a time you haven't been able to hit your targets? If so, how did you respond to this?
- Tell me about the most difficult customer you have had to deal with? What steps did you take to ensure they were satisfied?
- What was your escalation process in your most recent role?
- How do you deal with difficult customers?
- What is your preferred working environment?
- What was your previous Team Leader like?
- Have you had experience managing multiple call lines?
- What is your availability like? Do you have preferred hours of work?
- What sort of systems have you used before?
- Where do you see yourself in 5 years?
- Are there any questions you have for us?