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Customer Service Representative Certificate

## 20 CSR Possible Interview Questions and Killer Answers



**Q1: Why would you want to consider a job like this?**

A. Two reasons. One – I'm a people person and like to help people. After taking the Customer Service Representative Certificate Course and am even more convinced that I can do this job and do it well. Number two – The CSR job looks like a way for me to get into your company. If I produce, I can hopefully move up in our company as my skills and value increase.

**Q2: What motivates you?**

A. I like to win but hate to lose. I will work harder and train harder than others to try to compete with the best people in my group. *(Then add other things that motivate you. Make sure you have it written down and memorized.)*

**Q3: Why should our company hire you?**

A. By successfully taking the CSR Certificate comprehensive course, It proves that I am motivated to be successful as a CSR. I saw an opportunity. I researched how I could get there ahead of my peers and how I can be more successful when I am on the job for the first year. I have been partially trained as an inbound CSR. The course included business acumen training, business etiquette training, phone etiquette training, and even how to run a business meeting professionally. I should be the least-risk candidate you are considering. I would like to think I also have the highest ceiling as well. I am more focused, more motivated, and better trained.

**Q4: What is your greatest strength?**

*(You may need to come up with this one – but here is an answer that works.)*

- A. Using the course as an example, I do my research on where I want to be. Then I research how to get there. And finally, I work my plan. I see your company as an opportunity as a career to move up.

**Q5: What are your weaknesses? (Saying you don't have any weakness is a wrong answer.)**  
*(You will have to come up with this one as well.)*

A. I have not yet gone to college, so I am trying to make up for it with targeted monetizable training both with the CSR Certificate course. Since I see training as a way to get ahead, I want to do extra yet to be targeted training after I am hired to further help the company.

**Q6: What are your future goals?**

A. My plan A would be to focus on making me more valuable to your company with extra training and effort over time. If I can identify ways to make myself more valuable and help the team exceed the corporate goals, I think I will put myself in a position as a no-brainer to be the logical choice to take on more responsibility.

**Q7: Tell me about yourself?**

- A. *(Stop!!! This question is not a license to ramble. You want to come up with a good concise and practiced statement. In business, we call this a "Value Proposition" It will be modified Elevator Speech about you.)*
- B. *You will have to write something about yourself here.*
- C. I try to put myself in a position to be successful. It does not always work, but I try. I understand that how I can be successful is if I make other people successful. My initial goal would be to help the callers that call the ACD queue in the call center be more successful, and helping them with their concerns or goals. In addition to that, my goal is to do extra training on your products, systems, and new projects to make myself more valuable and do more than my part in helping the business meet and exceed the corporate goals.

**Q8: If you have an irate customer on the line what would you do?**

A. I would instantly use the “reflective listening technique.” I’m not a pro at it yet, but I hear it takes about some months to perfect. First, would restate the caller’s concern. Next, I will ask them if I have correctly restated their concern? I will not proceed until they agree that I understand their concern. Then I will say, “I know how you feel, and others have felt the same way.” Only then will I try to address their concern. Again, I’m just learning and looking forward to getting better at it.

**Q9: Do you have any questions for me? (This is the question you want!!!!!! Now you’re in control and now in a selling mode to start reciting your points from your worksheet.) And show him or her you researched their company with pre-planned questions.**

A. Start asking your questions on your worksheet. You got this.



**Q10. Describe yourself?**

A. *Have a pre-planned elevator speech on YOU! See the “Elevator Speech Download” for many examples.*

**Q11. What brings you here today? (option 1)**

A. *Trap question!! (In this question, you can either shine or dig your grave. Therefore, don’t bad mouth your former employer or circumstances? You need to shine.)*

A. I understand you have an opportunity that seems to fit my skill sets and interests. I have just successfully completed a comprehensive Customer Service Representative Certificate Course. So I am here to see if there is a match between my abilities, focus, and training and your company’s needs. If there is a way I can bring extra value to your company on the job. Then I may be interested. So, I am here to learn, as well.

**Q11. What brings you here today? (option 2 - same question – different answer)**

A. Based on what I have researched about your company and what I know about this position. I have taken a comprehensive Customer Service Representative Course which proves I'm truly interested and focused on being an inbound CSR. This course went into detail on what is involved with a CSR job. I also learned business etiquette to hopefully help me avoid costly mistakes. In addition, it had a business acumen section to help me be focused on the company's corporate goals. Because helping achieve the customers and the company's corporate objectives are what really matters. So, I think I am far ahead of my peers in that area. This will help me be more productive faster, with less effort from my new manager.

**Q12: How do you deal with stress?**

A: *(DO NOT say either stress does not bother you or you try to avoid stress. If you do, unless you have a unique situation, the interview is over. I'm not sure I would say video games or going to the bar either). You need to be honest.*

A: I like to work out and do my best to just worry about the things I can control. For me, I will try to review the details of a difficult situation to try to tweak any details I can to improve my chance of success.

**Q13: Tell me about your best success?**

A: He or she is giving you your opportunity to shine. Have this response pre-prepared. And add it to your worksheet.

**Q14. What are some unique qualifications or characteristics that set you apart from the other people pursuing this position?**

A. I'm sure many of the other LEADING candidates for this position have similar job backgrounds and education— I have successfully completed a comprehensive Customer Service Representative Certificate course from Game Changing Business Skills. It went in depth on how to have a productive CSR Career and bring value to the company faster. It also gave me training on Business Etiquette and Business Acumen to help not make costly mistakes and be more focused on my team and the overall corporate goals. I also had the training to start to learn how to run a professional business meeting.

**Q15. What is your greatest fear?**

A. I like to win, but I hate to lose. Plus, I am personally scared of grizzly bears and polar bears. But that's just me.



**Q16: What are your weaknesses?**

*(This question is designed to see if you can and are capable of identifying areas you need for self-improvement.*

*Therefore, "I don't have any weaknesses" is the WRONG answer.*

- Since I am just out of school, one of my weaknesses was knowledge of CSR job responsibilities and how business functions in general, so I took action and took this excellent comprehensive CSR Certificate course to help turn that weakness into a strength. I got an A on the course, so I'm happy about that. It appears to have worked. So far, so good.
- One of my identified weaknesses was that I did not feel I really had a distinct competitive advantage as a CSR when compared to others trying to get a CSR job. Just being another random person is not me. So I identified my weakness, came up with a plan, and took this great business training CSR Certificate course to help me get ahead. It was better than I had hoped. I know I feel that I can use these skills to be more productive for the business for years to come than most anyone who does not have these skills and training.

**Q17. What are your long-term and short-term goals?**

(Here's a trick question for you.) It's more about how fast you say it than what you say. They want to know if you're goal-oriented and if you're prepared. "Hmmm," is a wrong answer. In the short term, I want to quickly prove myself and be tagged to be considered in an official or unofficial fast track program by bringing more value than my peers. I want to learn the systems and processes faster than my peers and work to exceed my assigned objectives. Long term – I want to have the management team to have enough confidence in me to assign to me greater responsibilities, so I can significantly help the business exceed its yearly and strategic goals in a greater capacity. I plan to do this by training harder, listening to my managers, and working harder.



**Q18. What do you do to say organized?**

A. I'm a planner. For me, it takes extra effort to be organized. But, I know it, so I do it. I try to see what needs to be done. Then figure out what steps need to happen to get me there without getting too sidetracked. What is really important to accomplishing my goals, and what has to do done anyway. I'm learning, but I'm doing better. For example, my goals were to get hired into a company as a customer service representative. I thought this a great way to get my foot in the door, so I can prove myself. To give me the best chance, I found and took a comprehensive and excellent CSR Certificate course by Game Changing Business Skills to give me a competitive advantage.

**Q19. Where do you see yourself in five years?**

A. I want to be trusted enough in my proven abilities to be given more responsibilities. Either in a pre-management role or other job titles that have a significant impact on the success of the organization. My year one or year two plan is to find a needed skills gap in OUR company then become a subject matter expert in that valued niche to bring real value to the team.

**Q20. What can you offer our company that the other people I'm interviewing today and tomorrow can't?**

A. I'm sure many of the other LEADING candidates for this position have similar job backgrounds and education. I will have already been partially trained as a CSR, so I should be able to be productive faster. Plus, I have had CSR training, business etiquette training, phone etiquette training, and business acumen training. Any of my peers without this training may have a higher risk of making a costly mistake. I am a higher return and lower risk candidate. That is why I am your best choice.

Learn more about the “Customer Service Representative Certificate.”

Could this be a possible option or good move for you or someone you know?

## About the Author | How can he help me?

After 20+ of working with and managing CSRs for a Fortune 50 company and several years for a smaller company, Mike knows what makes CSRs good and what makes CSRs great. In a weekend, train to be a professional CSR and get a Customer Service Representative Certificate to more easily start your business life. Perfect for non-college-bound students.

**Are there really CSR jobs out there? I don't want to buy a course, and there be no jobs.**

The CSR job is the “documented” #1 advertised job category in the world for categories that traditionally hire non-college-bound employees per actual job posts of the 44 categories tracked on Careerbuilder.com from 2012 to 2020.

## Three Outcomes and One Transformation Overview

### Outcomes

1. Use the step-by-step and comprehensive training to get your Customer Service Representative Certificate to give you an advantage and more confidence in your interviews to help you get an entry-level corporate job as a Customer Service Representative. The training targets jobs preparing you for jobs paying between \$20,500 to \$41,000 per Payscale.com (4/11/2020) for students with a high school diploma. College degreed students should expect higher starting offers.
2. Go on your first interview for an inbound Customer Service Representative job.
3. Get a job offer as an inbound Customer Service Representative and start your job in the Payscale.com or Salary.com salary range. You should be more prepared, more confident, less stressed, and more successful faster than your peers that have not had this training.

### Transformation

Get your first corporate job with a nice salary to help you start your adult life faster.

Legal Disclaimer – You will have to read legal disclaimers on most every call you will be on for the rest of your career. Here is mine. This course helps you specifically target entry-level inbound Customer Service Representative 1 (one) jobs for non-college-bound students. There is no way I can guarantee you will get a job offer in the Payscale salary range, Salary.com salary range, or any salary range. Plus, like most any training or college degrees, I cannot guarantee you will get any offers at all. However, these are real and actionable business skills that are designed to give you competitive advantages in the interview process and on the job.