

## Interview Tips:

How to say “I don’t know” to an interviewer?

I am glad that you brought it up. I am very keen to learn everything about ....

For this I am also pursuing a certification course. However, I am still at the stage of learning. I can assure you that once you decide to take me on board, under proper training and guidance I will be able to learn quickly.

3 Tips to follow:

- Be 20 minutes early to the interview
- Present yourself neatly
- Have a good posture, always smile and demonstrate good manners.

When you first meet the interviewer, say this:

“Hi, my name is Vishali and I am here today for interview. Thank you very much!”

## General Questions:

Tell me about yourself?

(Focus on different skills, qualities and experiences you have that are a match for your role)

Include four things:

- The skills and qualities you have that are a must for the role you are applying for
- Talk about any experience or qualifications you possess that are relevant to the position
- Talk about any significant achievement you have gained in your work life or personal life so far.
- Talk about the type of person you are and what you are going to do in the role if they hire you

Hey! I am Vishali. ....

In my downtime, I enjoy doing sketching and photography.

Thank you for giving me the opportunity to be interviewed for this position today. Having studied the job description, I am confident I have the skills, qualities, and the qualifications needed to excel in the role. s

I am a self-motivated and achieving employee who strongly believes in learning through practical manner. I always look for continuous ways to improve and develop my skillset. I possess excellent problem-solving capabilities, and I can manage a significant workload. I have an impressive track record of achievement.

For example, in my previous role I was praised by my supervisor for the contribution towards the project and exceeding the expectation by going above and beyond to execute the given task. I am a type of person who act as a positive role model for the company, and I will make sure I take responsibility for my ongoing professional development. If you hire me in this position, I believe you will quickly see a positive return on your investment.

Optional:

I use my initiative to come up with new ideas for the team; I will look for the ways to complete the job in a quick manner. Over the years I have built up lots of transferrable skills and experience that are match for this job description.

What is the quote you say to yourself?

Fail as fast as possible while implementing something new. This way we will learn fast and identify the mistakes soon.

Tell me something interesting about yourself?

Tips:

They want to employ someone who is innovative, creative, had driven passion, and who is going to make a difference to their company. They want to hire someone who has standout skills and qualities.

1. I have carried out voluntary work.

This is a good thing to say because it shows you are compassionate and caring person who puts the needs of others before themselves.

2. I have won an award

It might be a sporting award or trophy, or even an award at work for being the strongest performing employee for a particular month. Tell them you are a high achiever who is likely to excel in the role.

3. I have learned to do something difficult

Maybe you have learned how to play a musical instrument, learned how to be good at a particular sport or pastime, or learned a useful skill that has enhanced your life in some way If you have

learned how to do something that is difficult it demonstrates the ability to concentrate and apply yourself

4. I have done some charity work or fundraising

People who do good work for charity are generally compassionate people who care about other people. They are also not afraid to work hard and take on difficult challenges in order to aid other people who are perhaps not as fortunate as themselves.

5. I have achieved an important life goal.

Examples of life goals include saving up to buy a house, climbing a mountain you always wanted to climb, losing weight, or even running a marathon. If you set yourself life goals, and you achieve them, it shows you to be a disciplined and persistent person

6. I have a passion, hobby or a pastime.

People who have hobbies or pastimes are generally more relaxed and less likely to suffer from depression. Also, any type of activity that gets you out and about makes you feel better, and if your pastime is done with other people, it usually means you have good teamwork, relationship-building and communication skills.

The secret is to make sure you structure your answer using the following 3 steps:

1. Tell the interviewer what your interesting thing is
2. Explain what this says about you in terms of your strengths and qualities
3. Tell the interviewer how this will benefit their organization if they hire you.

Option 1:

A couple of years ago, I really wanted to learn how to play the keyboard. I couldn't afford lessons at the time, so I studied online using YouTube tutorials. I set myself a goal of being able to play 10 songs within 6 months. To achieve that goal, I decided to dedicate one hour of practice every day, and I actually reached my goal of playing 10 songs within 4 months. I am a determined person who can sit down, concentrate, and work methodically towards a goal. In the workplace, this means I can be relied on to finish a task on time and to a very high standard.

Option 2:

In my last role, I won an award for being the best performing member of your team in terms of the contribution towards the project. I found different ways to help the team to resolve the problem in a quick manner through new techniques that I read about. I am a very driven and enthusiastic person, and when I have a goal to work towards, I am at my best. I believe these transferrable qualities could be a real benefit to your company because I am the type of person who always wants to achieve great things and improve.

Describe yourself in 3 words?

The 3 words I would use to describe myself are resilient, knowledgeable and adaptable.

I am resilient because I never get stressed in difficult situation. I can easily prioritize multiple tasks.

I am knowledgeable in this industry because I have applicable academic qualifications and I have also had experience in several similar job-related roles.

Finally, I am adaptable because I am a type of person who will carry out duties outside of my job description, and I will willingly help out at short notice by working extra hours if needed.

How would your friends describe you?

(or)

What would your co-workers say about you?

My friends will describe me as loyal, trustworthy, pathetic and someone who can always call whenever they need help or advice. Some may also describe me as someone who is honest, organized and detailed oriented.

What motivates you?

I am motivated by being fit and healthy because this then means my concentration and energy levels are always high when I am at work. I am also motivated by doing a great job for my employer because this means I will always have employment and I can then realize our goals and aspirations.

What makes you unique?

What makes me unique is the fact that I always go out of my way to fit into a team, to embrace the company's culture, and to see what I can do quickly to contribute to the team's goal.

What do you like to do outside of work?

Tips

- Share something that paints a favorable picture.
- Keep it short and sweet.
- Don't bore them with long stories.
- Steer clear of the inappropriate zone.

Some characteristics that can be assumed from your hobbies:

- Gardening takes a lot of patience.
- Volunteering shows you like to give back to the community (and is especially good to mention if the company has a history of volunteer work).

I really enjoy cooking in my spare time. I often watch cooking program to learn new cooking techniques and learn about new dishes. My family and friends have encouraged me to set up my own cooking blog and Instagram page where I post a new recipe along with a photograph of a dish twice a week.

I also enjoy doing garden in my free time. I am maintaining an Instagram page where I post some interesting pictures of what I get from my garden. It gives me internal peace and happiness.

Why do you want to leave your current role?

Tips

- Don't talk negatively about past roles or former bosses - employers don't want to work with people who complain.
- Be gracious when things haven't worked out in the past.
- Share some of the ways you're working on improving.

Examples:

- Desire to learn.
- Desire to take on more responsibility.
- Desire to take on less responsibility.
- Desire to relocate.
- Desire for a career change.
- Desire to gain a new skill or grow a current skill.
- Company reorganization has led to change in job content.
- Desire for a shorter commute to work.
- Desire to improve work/life balance.

Although my current job is giving me the opportunity, I want to challenge myself with new harder opportunities. I love to take on challenges and learn from them to see myself as a responsible person in a reputed organization. In your organization, by getting more opportunities, I want to develop myself professionally and see my new limits.

I am someone who appreciates working in a well-organized manner that offers friendly work culture. I have heard so much about your organization and thus, wish to work around professionals who would value my skills and effort.

I feel like I'm ready to take on more responsibility. I believe I've progressed as far as I can in my current role. I need a change of environment to motivate me. I want to develop a new skill that isn't required in my current job. Though I've learned a lot at my company, from my research about this

opportunity, I can see that this position is a better fit for where I want to take my career—specifically, collaborating with cross-functional teams to develop innovative products for your users.

What are your values?

- Self-Discipline
- Responsibility
- Growth – I will “try new things” or “take online courses.”
- Fun - spend time with friends," or "fill your day with activities."

Why do we need to hire you?

I understand you are interviewing lots of candidates for this position, but I genuinely believe I am the right person for the job based on my passion, my experience and my commitment to helping the organization. I am confident enough that I can utilize my skills and demonstrate my work with full potential and achieve some pretty amazing things with the knowledge which I have gained so far.

You should hire me because I am a very fast learner who can quickly absorb and retain lots of job specific information. This means you won't have to spend your valuable time closely supervising and monitoring me in the role.

Why do you want to work in this company?

(Give genuine and unique reasons why you want to work for this brilliant organization)

Amazon:

I want to work at Amazon because, in my opinion, it is the greatest company in the world. It has led the ways for many years now, not just in the quality products and services it offers, but how it delivers its product to consumers, and how it always puts customers at the forefront of everything it does. I feel I will be able to learn, grow and develop my skillset and try to be an inspiration for others.

Why do you want this job?

I want this job because it is type of work, I am genuinely enthusiastic about. We spend a lot of time at work, and I want that time to be spent in a role that I am qualified to undertake, and I get lots of job satisfaction from. This role is perfect for my skills qualifications, experience, and passion!

I want this job because I already have the skills and qualities that match the job description. I am genuinely passionate about this type of work which means I can add value to the company and can get lot of job satisfaction at the same time. I also want this work as I always wanted to work in a ambitious driven company like yours who wants to achieve great things.

What are your salary expectations?

Tips

- Know the industry norms for similar jobs.
- Talk about ranges, rather than exact numbers.
- Make the case that you offer premium value.

I'm open to discussing what you believe to be a fair salary for the position. However, based on my knowledge of the industry, experience, and skills, I would expect a salary in the general range of 18 Lakhs to 22 Lakhs per annum. Again, I'm open to discussing these numbers with you.

What are your strengths?

(Mention several different strengths that match the job description)

I am an excellent collaborator who fits into team quickly. I am the type of person who always takes ownership of difficult problems and challenges to help the business succeed.

My strength includes my ability to always put the needs of the team first and my passion for the work I am doing. In previous company, I often had to work with others to achieve difficult projects and tasks, and I felt my strength was that I could turn my knowledge to achieve anything to help the team.

Other strength includes my innovative and organized approach to tasks, my fast pace of working and I maintain proper documentation of the work I do.

What's your biggest weakness?

My biggest weakness is the fact that I don't yet have any leadership experience. However, whilst this weakness won't affect my ability to perform my duties competently and to a high standard in this role if there are any opportunities in this position to lead on team tasks or projects then I would love to give it a try.

My attitude to self-development is positive and I genuinely believe it does not matter how old you are, or how much experience you have, there is always something new to learn.

Where do you see yourself in 5 years?

In five years' time, I plan to still be working for your company either in this role or having gained promotion to a more senior level. I have researched your company in detail, and I can genuinely see myself building a long-term career here and becoming a productive, reliable, and high-performing member of the team.

Amazon is clearly not going to stop improving, innovating, developing and growing and I want to be a part of this journey.

I am also someone who is keen to continually improve and develop professionally, so in five years from now, I see myself as a fully competent and loyal amazon employee who has a diverse set of skills and qualities that can be used to help the team, I am a part of achieve its goals.

What do you know about our company?

Understand the company and its purpose

- Visit their website ABOUT US page and take note of their history and their mission.
- Look online to see what kind of products and services they offer.
- Follow them on social media and take a look at their latest achievements and good news stories.

I researched your company before applying for the job and I was impressed with your history and track record of success. I took note of your products and services and all of your latest customer reviews are extremely positive. I even started following you on social media and I loved the fact that you take time to engage with your followers and customers, you reply to their questions and try to understand what their needs are.

Do you have any questions for us?

Tips

- Come prepared with 3-5 thoughtful questions.
- Ask questions that show you're engaged, intelligent and interested.
- Avoid no-brainer questions or ones related to salary / benefits.
- What's the one thing I can do in this role to help the organization succeed?
- Can you tell me more about the team I would be a part of?
- What opportunities would there be in the role for ongoing training and development?
- How did I perform in this interview? Is there anything specific I need to work on?
- Can you walk me through a typical day in the life of this role?
- Why did you join in this company and what kept you here?
- Where do you see the company in 5 years?
- Ask about the hierarchy of the role?
  - Has anything come up to make you think that I am not suitable for the role?



Behavioral Interview Questions:

Tell me about a time you worked under pressure?

(or)

Tell me about a time you had to handle pressure.

(Behavioral question)

Tips:

S.T.A.R Technique!

S: Start your answer by explaining the situation you were faced with!

T: Next, move on and briefly outline the task that needed doing

A: Give in-depth details about the action you took to achieve the task

R: Finally, finish off and reveal the results following your actions

In my last role I was working on an important project for a client of ours. Now the project team consisted of five people. However, two-thirds of the way through the project two team members went off sick with covid which left us with only three people. So now this situation has the potential to delay the project several weeks something I wasn't prepared to allow happened. So, it was my task to come up with a solution to the problem quickly to meet the project deadline. So, I re-evaluated the project goals and determined that some of the tasks could be done by people from other teams. Now this proved to be a good move because the people who I identified had exceptional skills and they delivered work that enhanced quality of project. Now for the remaining task of the project I personally committed extra hours each evening to ensure it was still completed on time. I actually ended up working an additionally 3 hours in the evening leading up to the project deadline to make sure it was finished to the required standard. Now despite the pressure I was under I quickly found a solution to the problem that resulted in a positive outcome.

Tell me about a time when you improved a process?

(Focused on Leadership principles)

I have made a significant improvement to one of the processes in my previous company. For a long time, we had been manually performing the image verification. Earlier tools used to compare pixel by pixel and had higher latency. It was tedious and sometimes frustrated process. This required someone to manually analysis and verify the process. After a bit of research, I have brought up a idea to verify widgets using computer vision techniques such as Object Detection, Optical Character Recognition and Content Based Image Retrieval. This required a camera to be pointed at the display. Developed a tool around this solution, and a web app for verification.

Tell me about a time when you did something that was outside of your responsibility at work?

(Going above and beyond what is normally required is a sign of a great employee)

I can recall quite recently I was working as a part of a team, and it was late on a Friday afternoon when the tool which we designed went down for some apparent reason. We had a demo to be shown to the leadership on Monday morning. This was potentially a disaster for my team. My managers asked for volunteers to stay behind late that evening to try and get the tool back up and running. I volunteered to help. Despite having zero experience in that area, I put a plan of action in place, and I then got to work by identifying the root cause. The tool was hacked due to the update in one of the python packages.

If something is outside of my responsibility, I will still take on the task as it is an opportunity to do something new and develop wider skills.

Tell me about a time when you took a risk at work?

(or)

Tell me about a time you had to make quick decision?

I was working on an Action Recognition as my final year project for my M.Tech degree where the data collection was a risky part. Initially I was informed that I will be provided with the data by my manager. But due to the security reasons the data won't be shared. By that time, I have submitted the abstract to my institution. I decided to collect data from online sources like Youtube. I spend extra hours over the weekends to download the videos and performed trimming operations to get the required data. My evaluator was surprised to see that I have got good amount of data and completed the task on time.

Tell me about the time when you showed initiative at work?

I took the initiative often when I felt that something should be discussed with the managers. Other colleagues were a bit afraid to express their opinion, but I personally believe that feedback should flow freely in all directions in any successful organization. And so, I often stood out and talked to the managers, for example when I thought the work could be done more efficiently, or when I felt that we needed more people in the team to handle the workload.

I have also initiated idea to have a brainstorming session once a week where all teammates will be discussing about the new technologies they have explored recently. This way we would get more knowledge of what actually goes in the heads of the team members. My manager praised me for coming up with this idea as there were more learning.

Tell me about a time you showed leadership?

Tips

- Describe a situation where there was a lack of leadership.
- Use the word "lead" to help describe the actions you took.
- Give credit to your 'leadership skills' when explaining the positive results.

In my previous company, I was working on Display Windows Manager Application project. The project had a short deadline and there was less team strength. My teammates told me that they were feeling overwhelmed and nervous about the workload. I decided to create a schedule and assign tasks to the rest of my group, according to their strengths. This helped my team feel more positive about the project, and they were able to focus once we had a plan and a timeline to follow.

The result was that we finished our project on time without any issues. We also received the Best Team of the Quadrant Award. The members thanked me for taking the role of the group leader and managing the project. They also told me that they enjoyed working with me. I was very comfortable taking on this role, and I would like the opportunity to develop skills throughout my career.

Tell me about a time you were successful on a team

Tips

- Describe a problem that arose with a team.
- Outline your key actions with the team.
- Explain the positive result based on the work you did.
- Give credit to your teamwork skills.

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Describe your challenging project

Tips

- Have a clear story with a specific challenge.
- Describe the negative impact if you hadn't resolved the issue.
- Discuss action steps you took and talk about the positive impact.

Situation:

In my previous job, I have worked on several challenging projects. When I was supporting for Automate manual mapping using computer vision. We noticed that the idea we proposed initially was not working well in the mid of the project. The leads of the project were unhappy with our first concept.

Action:

We organized a brainstorm meeting with the team to figure out what exactly went wrong at which point in the development. Then we had to change the entire plan. I asked if I could take the lead on redeveloping the tool. For me, this was a challenge, as well as a great opportunity.

It was a challenge because I had never worked on OFAPI tool before and we had a short amount of time, but it was a great opportunity because I had experience with C Language before, so it was a great chance to demonstrate my skills.

Result:

For me, the most important learning from this project is that it's important to get the goals clear before a project starts. Furthermore, my experience taught me that the best way to work on challenging projects is to create milestones to track progress.

Now, at the start of a new project, I focus on the most difficult parts and challenges of the project so that I know as soon as possible if there are any issues or attention areas. If this is the case, I have more than enough time to work on this before any deadlines. A detailed plan to work on a project is essential to finish it successfully.

Tell me about something you have accomplished that you are proud of

Tips

- Describe the problem that existed before you took action.
- Talk about how you took initiative to solve the problem.
- Explain why you are proud of the outcome and what would have happened if you hadn't stepped in.

So far, I am most proud of earning my master's degree in Data Science and Engineering. But, speaking honestly, I consider it just as a start of my journey, not an end. I hope to achieve many other things, both as an employee and as a daughter, and in any other roles I may have in my life. I love setting goals and pursue them with my work, dedication, enthusiasm.

Tell me about a time you had to manage conflicting priorities.

Tips

- Talk about the most important priority and then share additional priorities and how they conflicted.
- Describe the steps you took to get the top priority done.
- Discuss the impact this had on the company or team.

My job has multiple conflicting priorities where it can be difficult to know what is most important and urgent. My teammates and I worked out an important/urgent scale for rating tasks so that it is clear what takes the highest priority. If something is both important and urgent, it gets highest priority. Important but not urgent is next and urgent but not important is next, then not important, and not urgent is last. As a result, the overall productivity in the team has gone up by using the prioritization rating system.

Describe your leadership style

Tips

- Start by framing your basic style in a few words.
- Give an example of your leadership style in action.
- Show that you can adapt well to unexpected situations.

I like to lead by example. I lead from the front by taking action, demonstrating what needs to be done, and keeping my team organized to make sure we're all on the same page and contributing equally.

I didn't get chance to lead a team on my own. My leadership style should have effective delegation and good communication. I always try to delegate tasks to whoever is best-equipped to perform well in the task, and I try to communicate clearly about what needs to be done, and why. This eliminates back-and-forth, mistakes, and needing to re-do tasks. Taking more time to communicate effectively at the beginning of the project, and delegating properly, both end up saving time as a project advances.

Tell me about a time you failed or made a mistake:

Tips

- Use an honest example that's believable.
- Explain why it was a mistake.
- Talk about what you've learned and any steps you've taken to show that you're "working on it".

I was working on a software verification project, and I was so eager to please my team and told them that I could finish the task within 2 weeks. I thought this was doable, but it ended up taking three weeks and they were not happy. Looking back, I realized I should have been more conservative in my estimate. I realized that the team isn't going to be upset if I was clear about the timeline in advance, but they are going to be disappointed if I promise something and then don't deliver. So, I took this experience and used it to become much better at managing the expectations of my supervisor during projects I oversee. For example, on the next project with a different supervisor, I told them it'd take four weeks and I finished in three. They were very happy about this.

Tell me about a time you had to persuade someone:

Tips

- Pick an issue where your agenda is in the broader interest.
- Show how your careful listening helped you reframe the controversy.
- Explain how the other person's change of heart led to a better outcome for all.

While working on my internship period, I needed access to data from a different department to complete one segment of my project. The head of that department initially refused my request for access to the data on the basis of being an intern. I went to my manager requesting assistance and he said it was a learning opportunity for me to work it out on my own. So, I asked the department manager to meet in person. At that meeting, I walked him through the scope of my project, how the data would be used and how it would be kept secure. Once he understood the actual use of the data and its security, he authorized my access later that day.

Tell me about a time you disagreed with someone:

Tips

- Pick an example involving business practices - avoid personal quarrels.
- Calmly explain both sides' point of view.
- Show how a compromise or a fuller understanding led to a good outcome.

One time, I disagreed with my manager over a decision that would cost the company a lot of money if we did it his way. I came up with a solution that ultimately saved the company. I wrote up a document explaining my plan and emailing it to him, asking to chat more in person. He loved the idea, so we went with it, and it ended up working out great.

Detailed plan I came with:

My manager suggested to use the tool which was not open source for DevOps project. I suggested him why can't be use an open source one instead and do trade study of those tools and conclude which tool will be best.

Tell me about a time you created a goal and achieved it:

Tips

- Pick an ambitious goal that's part of a bigger life journey.
- Highlight obstacles and show how you overcame them.
- Finish with an insight about the way your accomplishment has paid off.

In my previous work, I set a personal goal to not only accomplish the objectives for my project, but also to develop proficiency in a new tool or technology. The target was to undertake an online development course in my own time. I then researched online course for DevOps and I found one on the Great Learning website. My objectives for my project were both completed, and I was also able to develop my skills in DevOps.

Tell me about a time you surpassed people's expectations:

Tips

- Describe a situation where you thought you weren't going to be successful.
- Talk about what you did to compensate for a bad situation.
- Talk about the outcomes of your successful efforts.

In my previous job, I worked on a strategic project and finished my part a few days before the deadline. During the next meeting, the project manager mentioned that a few colleagues from another department had fallen behind with their tasks. They would need to work late for several days including the upcoming weekend to try to finish on time. I had done their tasks before, so I volunteered to help them. I worked hard with them, including many extra hours, and we were able to meet the deadline.

Tell me about a time you had to learn something quickly

Tips

- Pick a vivid example and show why it was challenging.
- Break down your learning and mastery into three or four distinct steps ("First, I . . .").
- Share a tangible result and speak about it with pride.

I had to learn to work with docker in one of my projects. It was completely new area for me. To tell the truth, I found it challenging. But I did not give up. Outside of peak times I was diligently studying from Youtube tutorials, plus I was also taken up a course in Udemy to learn it more quickly. At the end I learned to work with docker, and it made my work easier.

## Interpersonal skills Interview Question:

What would you do if your boss asked you to do something that you disagreed with?

Tips:

Do not say you would refuse to do that task. Conversely, do not say, you would just go ahead and do it without saying something meaningful to your boss! The interviewer wants to hear that you would raise your concern professionally and tactfully but that you would also support your manager in his or her decision.

I would always respect my boss's decision. However, if I disagree with something they wanted me to do, I would give my reasons for disagreeing and try to suggest a potential alternative way of doing things. If after I had expressed my concerns to my boss, they still wanted me to carry out the task then I would do it to the best of my ability.

How would you react if the people in your team do not agree with your opinions or ideas?

This would not phase me at all. Providing I had explained my ideas or opinions in a concise manner, and I had challenged them professionally, I would then commit to the team consensus.

The team must always come first, and I do believe I am good at what I do, I am not perfect, and I still have lots to learn.

In a recent team meeting we were discussing ways to improve the dataset and I put forward suggestions to collect the dataset on your own for building object detection. I felt we had opportunity and potential to improvise the model instead of using classification-oriented dataset, but nobody else in the team agreed this was a good idea. I challenged them by explaining the benefits of doing it, but they still were not keen. Later after few weeks, they agreed to my idea.

How would you deal with a difficult co-worker?

Tips:

Don't say you either ignore the difficult co-worker or ask your manager for advice on how to deal with it. Instead show you can be the better person and that you would go out of your way to build a positive working relationship with the co-worker.

Whenever I encounter a difficult co-worker, I always put the needs of the team first and try different things to build a good relationship with them. For example, I would see if we had a common connection; I would ask them questions about what they enjoy doing and what they are passionate about, and I would try to work closely with them on projects and tasks to help develop the relationship. Sometimes, we can't get on with everyone, but I think in situations like this you have to rise above it, put the needs of the team first and do all you can to improve the working relationship.

Tell me about a time you worked with difficult person?

Tell me about a time you had to deal with a difficult customer or client?



In one of my previous projects, I had the responsibility of speaking to clients on regular basis. One situation comes to mind whereby a new client was making unrealistic demands that were over and beyond the agreed project specification. He was constantly trying to modify the specification. I am the type of person who does not take things personally and I knew how important the client was to the business, so I went out of my way to try and build a good relationship with him.

I asked him questions about what was important to him, and I tried to find a common connection as this would help improve communications between us. I was firm in respect of sticking to the agreed project specification, but where possible I tried to explain to him the benefits of the work we were doing and how these would help his business moving forward.

By remaining calm and professional, and trying to improve the relationship over time, I managed to win him around and he became a long-standing client of the company.

What would you do in the first week of starting work here?

Tip:

Test whether or not you would be proactive in your actions during the first week of starting work, or whether you would wait to be told what to do! It is also assessing whether you will make an effort to fit into their team, which takes strong interpersonal skills to achieve.

My priority would be to fit into the team quickly. In the very first week, I would introduce myself to my co-worker, I would let them know my strengths and the areas that I could perhaps help the team in, I would get a brief from my manager on what he or she needs me to focus on, and I would then set to work to show everyone what I was capable of. It would also be my priority in the first week of starting work here to build good relationships with my co-workers, and to learn any company policies or procedure that were essential in my role.

How would you explain something technical to a non-technical person?

Tips:

Assessing your ability to communicate with someone whilst ensuring your style of communication is tailored to their needs.

Whenever explaining something technical to someone that didn't understand. I would take my time, I would teach them things slowly and in bite-sized lessons, and I would use a technique that they could relate to. For example. I would use analogies, and drawings and diagrams they could easily understand. I would check with the person to make sure they fully understood my explanation, I would ask them question to clarify the learning, and I would also give them plenty of opportunities to ask me questions.

How do you deliver the bad news to the supervisor?

I would always deliver bad news to a supervisor by first thinking what I wanted to tell them, how I was going to deliver my message, and also any potential questions or concerns the supervisor might raise. I would always be truthful and deliver the bad message quickly. I would be honest with the supervisor, transparent, and acknowledge their feelings. A supervisor is understandably going to be frustrated with any type of bad news, and it's important to demonstrate empathy and understanding whilst communicating with them. After I had delivered the bad news, I would focus on any positives, and I would explain what I was going to do to follow up with the supervisor later date. At all times I would maintain control of the conversation and do all I could to turn things around and make supervisor feel valued.

What your ideal boss?

My ideal boss would be decisive, confident, consistent, and supportive. They would empower me to contribute to the team and listen to my ideas. They would tell me when I was wrong and how I can improve and share their expertise and experience to allow me and rest of the team to continually improve, adapt to change and grow professionally.

Situational Judgment Test:

Tips:

How you would deal with hypothetical or fictitious situations

You are working in a office and you overhear a work colleague being verbally abusive to a co-worker. What would you do?

I would step in and stop the abuse immediately, check the co-worker was okay before reporting the incident to my manager. Any form of abuse is unacceptable and should be stopped immediately.

You are working on an important project when a co-worker, who has just started work at the company, approaches you to ask for advice on how to complete a specific task. What would you do?

Tell the co-worker you will help them, but they will have to come back another time once you have finished your project.

A customer calls you to complain about the service they have received. They are angry about the situation, and they start shouting at you. How would you deal with this situation?

Let the customer speak and listen to their concerns You don't take what they say personally. Show empathy for the customer's situation and apologies quickly if the company is at fault. Tell the customer you would feel the same as them if the situation had happened to you before outlining what you will do to put things right.

Your manager walks into the office and ask for a volunteer to cover the work of a co-worker who has gone off sick. The volunteer must do their own work in addition to their co-workers. What would you do?

Volunteer to do the work. Once I had received a brief from my manager, I would quickly learn my co-workers' responsibilities before prioritizing my tasks and commencing work.

You turn up to work early one morning and notice the cleaner has not emptied the bins or cleaned the work surfaces. What would you do?

Empty the bins myself and clean the work surfaces. I would then inform manager so he or she could raise the issue with the cleaner's supervisor to make sure it does not happen again.

Your manager asks you to complete a task you have never done before. The task is not included in your job description, and you have no idea how to complete it. What would you do?

Agree to do the task and find out myself how to complete it to the required standard. Although the task is not within my job description, I would see this as an opportunity to learn new skills.

A co-worker tells you she is planning to take a week's sick leave, when she is going on holiday. How do you respond?

Advise your co-worker that being dishonest is likely to get her into trouble. Urge her to be honest with your supervisor.

You are working with a colleague on an important project. You notice he's not putting in much effort, and he shows a lack of enthusiasm. What would you do?

Talk to your colleague and explain this is a mutual project and you need his help to get it finished

You notice large amounts of company property has been going missing over the past few weeks. You see one of your work colleagues putting stationary and other company equipment into her bag. What would you do in this situation?

Tell your colleague to put the company property back and don't do it again! If she does, you will inform your supervisor

You are 7 days away from completing an important client project when a member of your team goes off sick. It will now be difficult to finish the project on time without them. Your supervisor is off on holiday. What would you do?

Assess the project to see what can be done to reallocate tasks to the remaining team members. Put in extra hours if needed to get the project finished on time.

You are working in a office when you overhear your work colleague, Jane being rude to a customer. What would you do?

Speak to your work colleague in private and ask her why she was speaking to the customer in that way. Recommend she gets some customer service skills training.

You are a customer service agent for a training provider. It comes to your attention that a customer has been sharing their online course access with a non-paying friend of theirs. What would you do?

Deactivate the customer's account and give them fresh access. Politely inform the customer that any sharing of access is against company policy and their friend will have to register for their own account.