

Amazon Behavior Question 大总结 2019



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拿亚麻 offer 必备课程：

《简历修改与面试技巧点拨》《九章算法班》《OOD面向对象专题》《系统设计班》《人工智能集训营》《AWS认证架构师考证班》

1.Amazon Behavior Question 解题套路

硅谷一线科技公司中，亚麻一直是很多人进击大厂的保底选择。虽然招的人多，但想进亚麻也不容易，毕竟这可是个注重BQ到了一个境界的公司。

之前就有学员爆料：自己五轮onsite，两轮全部BQ，另外三轮虽然是technical，前15分钟也是BQ。这种强度如果毫无准备，肯定会被问懵。

应对 Behavior Question 可以用以下START法则去讲故事，事先可以先写好英文，背熟了，到面试的时候，根据面试题灵活套用。

S – Situation – Describe the situation

T – Task – Describe the goal you are working toward, or the challenge that needs to be done

A – Elaborate the steps you took to address the situation/challenge

R – Describe the outcome of your actions or your learnings

回答方向参考《[Amazon Leadership Principles](#)》

2.Amazon Behavior Question 问题清单

- Why Amazon?

为什么选择亚麻？

- Why This Team

为什么选择这个组？

- Introduce yourself

请你介绍一下自己

- Most interesting project

请介绍一个你觉得最有趣的项目

- Most challenging project

请介绍一个你觉得最有挑战性的项目

- Give me an example of a time when you did not meet a client's expectation. What happened, and how did you attempt to rectify the situation?

你有遇到难缠的客户吗？譬如无论你怎么做，都达不到对方的要求，可以讲讲具体是怎么回事吗？你又是如何处理的？

- When you're working with a large number of customers, it's tricky to deliver excellent service to them all. How do you go about prioritizing your customers' needs?

当你需要同时服务很多客户，而时间又很有限时，你怎么给这些客户排优先级？

- Tell the story of the last time you had to apologize to someone.

可以讲讲你最近遇到的必须向他人道歉的示例吗？

Tell me about a time when you had to leave a task unfinished.

你有遇到过无法完成任务的情况吗？可以讲讲吗？

- Tell me about a time when you had to work on a project with unclear responsibilities.

在团队合作中，你有遇到责任分配并不清晰的时候吗？你是如何处理的呢？

- Tell me about a time when you gave a simple solution to a complex problem.

你有曾经用一个简单的办法解决一个复杂的问题吗？可以讲讲吗？

- Tell me about a time when you invented something.

可以说说你曾经做的小发明吗？

- Tell me about a time when you were wrong.

你有曾经做错事情的经历吗？

- Tell me about a time when you had to work with incomplete data or information.

当信息和资料不足的时候，你是如何完成工作的呢？

- Tell me about a time when you influenced a change by only asking questions.

你有通过提问来改变一个事情的经历吗？

- Tell me about a time when you solved a problem through just superior knowledge or observation.

可以讲讲你通过学习大量知识和周密的观察，最终完成一个任务的经历吗？

- Tell me about a time when you mentored someone.

可以讲讲你曾经指导他人工作的经历吗？

- Tell me about a time when you made a wrong hire. When did you figure it out and what did you do?

你曾经在面试时做出错误的判断吗？你如何发现，又是如何解决的呢？

- Tell me about a time when you couldn't meet your own expectations on a project.

你有过无法完成自我设定的目标的经历吗？

- Tell me about a time when a team member didn't meet your expectations on a project.

当团队成员无法完成合作项目中的任务时，你是怎么处理的呢？

- Tell me about your proudest professional achievement.

可以讲讲你最有成就的一件事吗？

- Tell me about a time when you went way beyond the scope of the project and delivered.

你有过迟交项目的经历吗？说说当时的情况？

- Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.

你有曾经发现问题，并尝试采取行动去解决，而不是等待其他人去解决的经历吗？

- Tell me about a time when you took a calculated risk.

说说你曾经冒险做某些事的经历吧？

- Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?

- Tell me about a time when you had to work with limited time or resources.

- What would you do if you found out that your closest friend at work was stealing?

- Tell me about a time when you had to tell someone a harsh truth.

- Give me two examples of when you did more than what was required in any job experience.

- Tell me about something that you learnt recently in your role.

- Tell me about a time when you did not accept the status quo.

- Tell me about an unpopular decision of yours.

- Tell me about a time when you had to step up and disagree with a team members approach.

- If your direct manager was instructing you to do something you disagreed with, how would you handle it?

By providing an example, tell me when you have had to handle a variety of assignments. Describe the results.

- What is the most difficult situation you have ever faced in your life? How did you handle it?

- Give me an example of a time when you were 75% of the way through a project, and you had to pivot strategy—how were you able to make that into a success story?

- Tell me a time you have to work together with someone hard to cooperate, how did it work out?

- Tell me about a time that you overcame an obstacle, how will you improve it if you do that again

- Tell me a time you complete a task before deadline, who did it work out?

- What did you do to simplify customers work

- Tell me a time that you improve your work

- Tell me a time that you find the root cause of something

- Tell me one case where you did something more than what the customer originally asked, and how did it work out?

- Tell me a time when you satisfied the requirements of clients

- Tell me a time when you make a suggestion for clients

- Tell me a time when you have a conflict with others

- Tell me a time when you disagree with others and how you persuade others

- Tell me a time where you have different idea regarding a project/feature with your colleagues, and what you did and how did it work out?

- Tell me a time when you disagree with your manager, and what you did and how did it work out?

- tell me a time where you have different idea regarding a project/feature with your colleagues/manager, and what you did and how did it work out?

- If you have an idea, your manager does not like it, what will you do?

- Tell me one case where you did something more than what the customer originally asked, and how did it work out

Tell me a time that u make changes when u are unsatisfied with the status

描述一个你因不满意现状所做出的改变

Tell me a thing that u could do better?

描述一个你希望过去你可以做的更好的事

Tell me about a time that you overcame an obstacle, how will you improve it if you do that again

描述一个你遇到的困难，以及如何克服

What did you do to simplify customers work

描述你如何简化客户的工作

- Tell me a time that you improve your work

描述一个你提升工作的例子

- Tell me a time you find the root cause of something

描述一个你发现问题根本原因的例子

Tell me a time that u make mistakes in a project, and how did it work out

你有没有在project或者别的事情上犯过错误，你是如何补救的。

Tell me a time when deadline is closed, and you have to compromise, how did it work out?

截止日期快到了，你必须做出妥协才能完成项目，你是怎么处理的呢？有具体的例子吗？

3.Amazon Leadership Principles 官方企业文化

Amazon 企业文化官方网址：<https://www.amazon.jobs/en/principles>

3.1英文版 Amazon Leadership Principles

Customer Obsession

Leaders start with the customer and work backwards. They work vigorously to earn and keep customer trust. Although leaders pay attention to competitors, they obsess over customers.

Ownership

Leaders are owners. They think long term and don't sacrifice long-term value for short-term results. They act on behalf of the entire company, beyond just their

own team. They never say “that’s not my job.”

Invent and Simplify

Leaders expect and require innovation and invention from their teams and always find ways to simplify. They are externally aware, look for new ideas from everywhere, and are not limited by “not invented here.” As we do new things, we accept that we may be misunderstood for long periods of time.

Are Right, A Lot

Leaders are right a lot. They have strong judgment and good instincts. They seek diverse perspectives and work to disconfirm their beliefs.

Learn and Be Curious

Leaders are never done learning and always seek to improve themselves. They are curious about new possibilities and act to explore them.

Hire and Develop the Best

Leaders raise the performance bar with every hire and promotion. They recognize exceptional talent, and willingly move them throughout the organization. Leaders develop leaders and take seriously their role in coaching others. We work on behalf of our people to invent mechanisms for development like Career Choice.

Insist on the Highest Standards

Leaders have relentlessly high standards — many people may think these standards are unreasonably high. Leaders are continually raising the bar and drive their teams to deliver high quality products, services, and processes. Leaders ensure that defects do not get sent down the line and that problems are fixed so they stay fixed.

Think Big

Thinking small is a self-fulfilling prophecy. Leaders create and communicate a bold direction that inspires results. They think differently and look around corners for ways to serve customers.

Bias for Action

Speed matters in business. Many decisions and actions are reversible and do not need extensive study. We value calculated risk taking.

Frugality

Accomplish more with less. Constraints breed resourcefulness, self-sufficiency, and invention. There are no extra points for growing headcount, budget size, or fixed expense.

Earn Trust

Leaders listen attentively, speak candidly, and treat others respectfully. They are vocally self-critical, even when doing so is awkward or embarrassing. Leaders do not believe their or their team's body odor smells of perfume. They benchmark themselves and their teams against the best.

Dive Deep

Leaders operate at all levels, stay connected to the details, audit frequently, and are skeptical when metrics and anecdote differ. No task is beneath them.

Have Backbone; Disagree and Commit

Leaders are obligated to respectfully challenge decisions when they disagree, even when doing so is uncomfortable or exhausting. Leaders have conviction and are tenacious. They do not compromise for the sake of social cohesion. Once a decision is determined, they commit wholly.

Deliver Results

Leaders focus on the key inputs for their business and deliver them with the right quality and in a timely fashion. Despite setbacks, they rise to the occasion and never settle.

3.2中文版 Amazon Leadership Principles

顾客至上

领导者从客户入手，再反向推动工作。他们努力工作，赢得并维系客户对他们的信任。虽然领导者会关注竞争对手，但是他们更关注客户。

主人翁精神

领导者是主人翁。他们会从长远考虑，不会为了短期业绩而牺牲长期价值。他们不仅仅代表自己的团队，而且代表整个公司行事。他们绝不会说“那不是我的工作”。

创新简化

领导者期望并要求自己的团队进行创新和发明，并始终寻求使工作简化的方法。他们了解外界动态，四处寻找新的创意，并且不局限于“非我发明”的观念。当我们开展新事物时，我们要接受被长期误解的可能。

决策正确

领导者在大多数情况下都能做出正确的决定。他们拥有卓越的业务判断能力和敏锐的直觉。他们寻求多样的视角，并挑战自己的观念。

好奇求知

领导者从不停止学习，并不断寻找机会以提升自己。领导者对各种可能性充满好奇并付诸行动加以探索。

选贤育能

领导者不断提升招聘和晋升员工的标准。他们表彰杰出的人才，并乐于在组织中通过轮岗磨砺他们。领导者培养领导人才，他们严肃地对待自己育才树人的职责。领导者从员工角度出发，创建职业发展机制。

最高标准

领导者有着近乎严苛的高标准 — 这些标准在很多人看来可能高得不可理喻。领导者不断提高标准，激励自己的团队提供优质产品、服务和流程。领导者会确保任何问题不会蔓延，及时彻底解决问题并确保问题不再出现。

远见卓识

局限性思考只能带来局限性的结果。领导者大胆提出并阐明大局策略，由此激发良好的成果。他们从不同角度考虑问题，并广泛寻找服务客户的方式。

崇尚行动

速度对业务影响至关重要。很多决策和行动都可以改变，因此不需要进行过于广泛的推敲。我们提倡在深思熟虑前提下进行冒险。

勤俭节约

力争以更少的投入实现更大的产出。勤俭节约可以让我们开动脑筋、自给自足并不断创新。增加人力、预算以及固定支出并不会为你赢得额外加分。

赢得信任

领导者专注倾听，坦诚沟通，尊重他人。领导者敢于自我批评，即便这样做会令自己尴尬或难堪。他们并不认为自己或其团队总是对的。领导者会以最佳领导者和团队为标准来要求自己及其团队。

刨根问底

领导者深入各个环节，随时掌控细节，经常进行审核，当数据与传闻不一致时持有怀疑态度。领导者不会遗漏任何工作。

敢于谏言，服从大局

领导者必须要能够不卑不亢地质疑他们无法苟同的决策，哪怕这样做让人心烦意乱，精疲力尽。领导者要信念坚定，矢志不移。他们不会为了保持一团和气而屈就妥协。一旦做出决定，他们就会全身心地致力于实现目标。

达成业绩

领导者会关注其业务的关键决定条件，确保工作质量并及时完成。尽管遭受挫折，领导者依然勇于面对挑战，从不气馁。

4.参考资料

what-questions-to-expect-in-amazon-interview

<https://kraftshala.com/what-questions-to-expect-in-amazon-interview/>

How to interview at Amazon – Leadership

<https://www.linkedin.com/pulse/how-interview-amazon-leadership-david-anderson/>