1. Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it?

During my time at Stinker Stores, I had this one customer who wanted to buy some cigarettes. I was a new employee, so I asked to see their license. I noticed that the license they gave me was expired, so I told them that I could not sell cigarettes to anyone with and expired license. The customer became angry and threatened to call the cops, but I stood my ground until they left.

1. Give me an example of a time when you had to explain something fairly complex to a frustrated client. How did you handle this delicate situation?

I was working as a caregiver/CNA to an elderly resident with dementia when the pandemic hit, and had to explain to them why I was wearing a mask and why we couldn’t go outside. They became confused and upset, so I changed the conversion and talked about something they liked, and made them smile.

1. 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?

One of my very first jobs was at Stinker Stores as a cashier/gas station attendant. Weekends and holidays were extremely busy for us, so what I did to handle those days was I made a mental note of tasks to prioritize. That kept me focused on my job and kept my stress level down.

1. Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?

When I was working at Amazon last winter as a Fulfillment Center Worker, we had several days where we had to scan, sort, stow, and deliver over 70k packages. During those times, I kept myself focused and pushed through my tasks and when my tasks were finished, I would find more tasks to do. Keeping myself focused on my work helped keep my stress level down.

1. Tell me about the first job you’ve ever had. What did you do to learn the ropes?

I was a student at Boise State when I was hired at their bookstore. What I did to learn the ropes was I memorized where everything was and I asked my coworkers questions when I had to do a task that I have never done before.