Tell us about a time when you went the extra mile to help someone with a problem.

We all know there are different ways to help different types of people, as everyone is different. The best customer service is being in their shoes and understanding their needs and expectations, and I could do as best as I can as the brand ambassador of the company I work for. One memorable time was when a senior woman struggled to get her WIFI connection. She had all the required items delivered to her house, but she was poor with technology and helpless to connect it. The WIFI box she ordered was an item that did not need a technician. But I went way beyond and booked a technician for her house to fix the WIFI for her. Later after the appointment time and date, I followed up with her to see if everything was going well. Then she immediately asked me to pass on the call to my manager, and she gave an excellent review.

Tell us about a time when you solved a complex problem. \*

On a busy evening, when I was working at a fast-food restaurant, the display screen of the order numbers stopped working. There was a massive cue of customers waiting for their food and confused with their orders. So I came up with a solution and discussed the plan with the team, and I placed one team member to collect the receipts from the customers and give them to me so that I could hand over the correct order to the customers without confusion. This method was followed even when there was an issue like this in the store.

3. (Scenario Based Question) Your response to Nazia's Phone Call 'Hiya! My partner has sent me £1500 from their bank account as a Faster Payment to cover my bills and living expenses this month. They've told me they sent it over an hour ago from their bank and it's left their balance, so I kind of expected it by now. Thank you!  \*

Write your response to the customer as if you were a COp at Monzo who had just picked up a call from Nazia, for example “Hi Nazia..”. Show us your empathy and analytical problem solving skills, and how by being customer centric you'd help get the customer to a logical solution in this scenario.

------ Hi Naziya. Sorry to hear that you haven't received the payment. I will do my best to get the best out. I would like to know which faster payment method he used. Generally, it will take one working day in some cases. So I request you not worry about this occasion, as your money will be safe. I will write a note on this case to check your account after 24 hours if the payment is successful. If not, we will escalate this and ensure you receive the correct solution ASAP. Please let us know if you have any more queries. Thanks for calling us.

4. (Scenario Based Question) Your response to Barbara's in-app chat message “Hello love, I need some help with my son's Monzo account. He doesn't know how to create a standing order for his rent and I am worried that it won't be set up in time for the 1st month. Please can you change his email address to mine, so I can sort this out for him. I am his Mum, so I like to make sure he's done everything correctly. I have downloaded the Monzo app ready, can you change the email address or give me the password? Please help me!" \*

(Write your response to the customer as if you were a COp at Monzo who had just received an in-app chat message from Barbara for example “Hi Barbara...”  Show us your empathy and analytical problem solving skills, and how by being customer centric you'd help get the customer to a logical solution in this scenario

-----Hello Barbara. Thanks for getting in contact with us. I understand your problem, but unfortunately, on this occasion, we cannot change the email address or provide you with any details for another account, though it is a family. The best way to solve this is for the account holder needs to get in touch with us, and only he has the right to make any changes to his account. As well, we can guide him through the process. Please ask the account holder to contact us at the earliest to get the solution for this. Hope you understand our policy and procedure.

Regards,

Cop

5. (Scenario Based Question) Your response to Simeon's phonecall: Hello, I need to speak to a manager now! Netflix has taken money out of my account when I cancelled the subscription ages ago. They have still charged me for their services. This has left me with no money. This is fraud! I need this money refunded straight away otherwise I will not be able to afford groceries for my kids this week. Please refund this money now! \*

(Write your response to the customer as if you were a COp at Monzo talking to Simeon, for example “Hi Simeon....”. Show us your empathy and analytical problem solving skills, and how by being customer centric you'd help get the customer to a logical solution in this scenario

----Hello, Simeno's. Sorry to hear that you left off with no money. I can understand your situation. Please stay calm as we will do our best to help you. As you are a veteran customer, and since it is a small amount, we will initiate the refund straight away, investigate this transaction, and take the necessary steps and actions. Please always check the direct debits tab in your Monzo app to ensure the payments you have. Please let us know if you have any more queries. Thank you for contacting us.