

**Tell me about yourself?**

I hold a degree in BS Information Technology, which has made me tech-savvy and adaptable to various roles. I have two years of experience as a Branch Head, where I managed administrative and clerical tasks, provided technical support to customers, and ensured smooth operations by handling bank transactions and collaborating with the accounting team. I also gained valuable experience in processing business permits, enhancing my organizational and multitasking abilities. As a leader, I became well-versed in the roles of my colleagues, which helped me build strong teamwork and communication skills. I'm excited to bring this experience to a dynamic call center environment, where I can contribute effectively and continue to grow professionally.

**What is your idea of a call center?**

Well, a call center is a place where people answer phone calls from customers. They can help with things like answering questions, taking orders, and solving problems.

**Why do you want to work in a call center?**

I want to work in a call center because my experience has prepared me with strong communication and people skills, even in challenging situations. It's a great opportunity to grow my career while enjoying better benefits and pay.

**What is your weakness?**

I tend to be a perfectionist, which sometimes slows me down. However, I'm working on balancing quality and efficiency by improving my time management and prioritization skills.

**What is your strength?**

My biggest strength is my ability to communicate and work well with others. I'm organized, detail-oriented, and efficient at managing tasks. I'm also a fast learner, always ready to take on new challenges.

**What makes you qualified to work in a call center?**

I'm flexible with schedules, quick to learn, patient, and able to handle stress well, which makes me a good fit for a call center job.

**Why do you want to work for our company?**

I have only heard positive feedback about this company from former employees. They mention the stability of the accounts, the kindness of the management towards the employees, and how friendly everyone is.

**What has been your most significant achievement?**

My most significant achievement is graduating from college and excelling as a Branch Head, even though the role wasn't directly related to my degree. It taught me adaptability and the value of continuous learning.

**Give me one quality that you have which will not make me hire you.**

If I were ever late or unreliable in meeting deadlines, I understand that could be a reason not to hire me. However, I value punctuality and reliability, and I am committed to being a dependable and responsible team member.

**How do you see yourself five years from now?**

In five years, I see myself in a higher position within this company, managing greater responsibilities, and contributing to the success and growth of my team.

**What are your goals in life?**

My goal is to build a stable career that allows me to provide a good life for my family, support their needs, and grow professionally while making a positive impact in my workplace.

**What is your motivation?**

My motivation is my family. I want to provide for my daughter's future and ensure my parents live comfortably, while also supporting myself and my family

**What do you know about this company?**

I know your company is known for providing excellent customer service and creating a positive work environment. I've heard great feedback about the stability of the accounts and the supportive management. These values align with what I'm looking for in a workplace, and I'm eager to contribute to your success.

**What is your expected salary?**

I am open to a salary that aligns with my skills, experience, and the industry standards for this position

**Why should we hire you?**

You should hire me because I have strong communication skills, I'm reliable, adaptable, and eager to learn. I'm confident I can contribute positively to your team and provide excellent service to your customers

**How did you hear about the position?**

I saw the job posting on a Facebook post.

**What is Quality Customer service?**

Quality customer service means providing helpful assistance that leaves the customer satisfied and likely to recommend your service. I would be patient, guide the caller step-by-step, and ensure they receive a great solution, just as I would expect as a customer.

**What was your most difficult situation and how did you tackle it?****What is the word that best describe you?**

Motivated, because I'm motivated to learn,

**How often were you absent from your previous job?**

Honestly speaking, I seldom do that from my previous company, because I value my attendance and I always wanted to report to work everyday as much as possible.

**Why did you choose our company?**

I choose your company because I heard a lot of Good feedback. I checked your website and your company goals and vision entice me to contribute. I choose this company because I also want to experience all the great opportunities and benefits that this company has to offer.

**What do you think the most important skills of a call center agent?**

The most important skills are critical thinking and multitasking. I would listen to the customer's concern, find a solution, and guide them through the process while showing care to leave a positive impression of the company.

**How do you handle Dissatisfied/ irate customers?**

I would listen to their concerns, apologize, and assure them I'm working on a solution. I'd resolve the issue efficiently and make sure they feel valued throughout the process