

Welcome to your guide...

26 AMAZON MANAGER INTERVIEW QUESTIONS & ANSWERS

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Q1. Tell me about yourself and why you think you'll make a great manager for Amazon?

Sample Answer:

I am a highly professional, determined and positive manager who takes the responsibilities that come with the role seriously. I am a naturally driven person who has the interpersonal skills, the decisiveness and the ability to achieve tough targets and complete challenging projects whilst under pressure. I understand that Amazon has only reached the status it has as the largest online retailer in the world by employing staff and managers who all work towards achieving the same goal. Having studied the Amazon leadership principles in detail, I can assure you I have the necessary qualities and attributes to perform the role to a very high standard. If you employ me as your manager, I will work extremely hard to ensure both myself and the team I am managing all work hard to ensure Amazon stays at the forefront of the industry.

Q2. Why do you want to work for Amazon as a manager?

Sample Answer:

I want to work for Amazon as a manager because not only are you the clear leader in this industry, but you are also innovative in your determination to maintain your status as the number one place to shop online for a multitude of goods and services. If I get to become a manager at Amazon, not only will I be working alongside some of the most talented people around, but I will also have the peace of mind I will have a part to play in continuing to make Amazon the greatest company ever to be started, for many years to come. Being a part of the Amazon management family is my number one priority, and I feel very strongly I have built up the necessary skills, experience and qualities to help you continue to thrive, develop and flourish within the online shopping industry.

Q3. Tell me the different skills and attributes you possess that will help you to become a competent manager for Amazon?

Sample Answer:

I have seven core skills and attributes that will help me to become a competent manager at Amazon. These are, the understanding that I must **TAKE RESPONSIBILITY** for not only my actions, but the actions of the people I am managing within the company; a solid set of **COMMUNICATION AND INTERPERSONAL SKILLS**, that allow me to inspire and motivate those people within my team to achieve great things; the ability to **ACHIEVE DIFFICULT AND TIME SENSITIVE TASKS AND PROJECTS** whilst under extreme pressure; and also the understanding that everything I do whilst working for Amazon must be centred on the **14 AMAZON LEADERSHIP PRINCIPLES**. In addition to those I have just mentioned, I am also able to **NEGOTIATE AND PERSUADE** in a strong and positive

manner to help others achieve the company's goals and targets; hold others **ACCOUNTABLE** for their actions, and also **MAINTAIN HIGH STANDARDS** in everything I do whilst working towards Amazon's core objectives. I believe I will be a strong and inspirational manager and feel you will be impressed with my strong work ethics and determination to consistently succeed whilst in the role

Q4. Describe a time when you demonstrated one of the Amazon Leadership Principles in a previous role?

Sample Answer:

I have studied the 14 Amazon leadership principles I detail to make sure I can perform all of them as required within the position of manager. One of them I believe I have been consistent in, in every role I have undertaken so far, is that of **INSISTING ON THE HIGHEST STANDARDS** achievable. For example, whilst working in my last team on a difficult project, a couple of team members suggested we cut corners on one particular element of the project, to save time and to also allow us to ensure the project was completed on time. I immediately disagreed and explained that this was not the way to do things! I insisted that, instead of cutting corners, we all stayed behind an additional hour each day to do the project tasks properly and to also make sure we get the job completed on time. Whilst this was an unpopular suggestion, the most important thing for me was to do things right and to make sure the project was completed on time. There are no excuses for projects being completed late and I would always ensure everything is done to the highest standards achievable whilst working as a manager for Amazon.

Q5. How would you handle a difficult and unproductive member of your team as their manager?

Sample Answer:

I would take decisive action as soon as I realized the team member was not performing to the required standard. I would speak to them initially to make them aware of their shortcomings and explain what they needed to do in order to put things right. During my discussions with them, I would also ask to see if there was anything that was hindering them from performing to the necessary standard. I have been in situations before where a team member has not been carrying out their duties correctly because of a personal issue they had ongoing at home. In that type of situation, I would still require the individual to get back up to speed quickly, but I would also put steps in place to support them during their difficult period. It would be my sole focus as their manager to get them back up to speed as soon as possible so as to not affect the wider team goals or organizational objectives.

Q6. Tell me about a situation when you took a risk and it didn't work out?

Sample Answer:

I was working as part of a team for a previous employer as team leader and we only had a couple of days to complete a challenging project for a difficult client. I had to make a tough decision about whether or not to pull another member of staff from a different organization in order to help us get the project finished on time. Because I was young in the position, and I was too confident in our abilities, I decided we could achieve the project without asking for help. That risky decision resulted in us not completing the project on time. My senior manager was understandably furious we had not finished the project on time and he had to inform the client the project was going to be late. I took full responsibility for my actions, apologized and ensured the same situation never happened again. Since that experience, I never take foolish risks and I would always ask for help if I felt the team needed it.

Q7. Describe a time when you disagreed with your supervisor or manager?

Sample Answer:

My previous supervisor was someone who encouraged us to speak out if we felt something could be improved upon or completed in a more efficient manner. We were launching a new product and I felt the proposed marketing campaign that was going to be used during launch, was not targeted at the correct age group. I approached my manager in private to express my concerns but to also provide him with details and evidence of how I felt the launch could be improved. After carefully considering my proposal, he agreed to trial it for the first 14 days after launch and then review the results before moving forward. After the 14 days were up, it was clear the marketing campaign changes were having a positive impact, and so it continued. I am not afraid to disagree, but I will always go about it in a respectful manner and also back up my opinion with evidence where possible.

Q8. As our manager, you will need to make difficult decisions on a regular basis. Explain the decision making process you utilize whilst making important decisions?

Sample Answer:

Whenever making important decisions I will utilize an 8-step approach that includes **IDENTIFYING** that a decision actually needs to be made and by what timeframe. I will then **GATHER ALL INFORMATION** and facts available including advice and also use information provided by key organizational personnel. I will then **ASSESS** the information and write down the **OPTIONS** I have available. I will then conduct a **RISK ASSESSMENT** and decide the likely outcome of each decision and the **IMPACT** it will have on the organization. I will then **TAKE ACTION** based on the most suitable option available to me. Once I have

made the decision and taken the appropriate course of action, I will **REVIEW** my decision with a view to learning from the process to help both my team and I improve and continually develop.

Q9. As you are aware, excellent customer service is at the core of everything we do here at Amazon. Give an example of when you facilitated excellent customer service?

Sample Answer:

While working a customer service assistant for a major fashion retailer, I served a customer who was unsure about what pair of trainers to buy. He told me that they had been to a few different stores, but nothing had suited him either in terms of comfort or style. He seemed very defeated and was worried that there was nothing out there for him, and so I wanted to turn the situation around. I asked the customer about what their preferences were: what colours and patterns did they prefer, and whether they wanted high-top trainers or low-top trainers. After hearing his preferences, I searched the shelves for two or three pairs that might take his fancy. He deliberated for quite a while, and I gave him space to decide one which pair he liked the most. During this time, I made sure I had the product specifications for all three pairs available, as well as loading customer reviews for them to give him the best possible representation of each product. Eventually, he decided on a pair of green slip-on trainers. Finally, I ensured that the customer had the correct size. At the till, I gave him some tips on keeping his trainers in good condition, so that they would last as long as possible. Three weeks later, the customer had left a positive review of the product on the website, thanking our store specifically for the information and service.

Q10. Explain a time when you handled a difficult situation?

Sample Answer:

During a particular team project for my previous employer, we were literally seven days away for the project deadline and everything was going smoothly and as planned. Unfortunately, two important members of the team had to go off without notice; one due to sickness and the second due to compassionate reasons. The project was thrown into turmoil, and it initially looked like the project would not get delivered, having potentially disastrous consequences for the client. I decided to step up to the plate and search for ways we could get the project over the finishing line. I started scouting for talent from other departments, and after a day of intense searching, we managed to hire two people to help us complete the project. We all worked around the clock due to the time already lost and pulled together, dug deep and focused on the project outcomes. At the end of the deadline the project was completed, and more importantly, to the required specification. I believe I am at my bet when under pressure and can always be relied upon to be resilient, innovative and determined.

Q11. When have you worked with other people to complete a tough project?

Sample Answer:

In my previous role for an events catering company, we once worked on a particularly challenging event. It was the biggest event we had ever catered for, and a lot of the guests had switched seats when it came to serving meals. Since guests had picked their meal from a set menu, it was initially difficult to ensure that everyone received the meal that they had requested. To tackle this problem, myself and the rest of the waiting staff briefly assembled. We decided that the best way to solve the issue was to each carry a separate item from the menu, and ask at each guest what they had ordered. If they had ordered the meal that the staff menu was holding, it would be given to them on the spot. If not, the staff member would notify the rest of the team where they needed to go to fill in the gaps. I was tasked with serving the vegan meals, which meant that I had to ensure that all the vegan guests received a meal that suited their dietary preferences. Once all of the meals had been served, I went to every table and double-checked that every guest had received the correct meal. After the event had finished, we heard from the organiser, who was extremely satisfied with how we had handled the catering situation. Since then, this organiser has recommended our services for multiple events.

Q12. Explain a time when you had to deal with ambiguity?

Sample Answer:

In a previous role, I was tasked with looking after important customers from the initial point of purchase, through to them receiving their goods. Whilst all customers are of equal importance, we often had high-spending clients who demanded a certain level of service. Often, I was required to deal with ambiguity after customers had placed an order for certain niche, hard-to-source products that had limited availability. Understandably, the customer wanted to be kept up-to-date on the progress of their order. To ensure I provided the right level of service, I would keep in constant contact with the customer, the product supplier and also the logistics company to ensure delivery was as quick and as efficient as possible. I always found the best way to deal with ambiguity was to remain calm, deliver on your promises and communicate effectively and regularly throughout the entire purchasing and delivery process. Ambiguity is all part and parcel of working for a large and successful organization such as Amazon, and I can be relied upon to meet my objectives within this role.

Q13. When have you had to make a difficult decision with only limited information?

Sample Answer:

In a previous role, I was often required to make quick decisions without much information to hand. One particular situation involved a client requesting important changes to a project we were working on for them and they needed an answer within the hour. Normally, I would take the time to calculate a cost-based exercise to determine the impact on our budget and the profitable whenever a client requested additions or changes. However, this was not possible. I weighed up the risks of losing the client for future projects as they had already spent a considerable amount of money with us over the years. On that basis, I agreed to the changes but reiterated there would not any more. I only ever make quick decisions if the risk of not doing is at the detriment to the organization I am working for. I will always balance risks versus the benefits in any situation like this that I am presented with.

Q14. Tell me everything you know about the Amazon leadership principles?

Sample Answer:

The 14 Amazon leadership principles are customer obsession, ownership, invent and simplify, are right a lot, learn and be curious, hire and develop the best, insist on the highest standards, think big, bias for action, frugality, earn trust, dive deep, have backbone; disagree and commit and also deliver results. During my research for this Amazon leadership role I have been consistently studying these and believe I have experience in all of them. For example, in respect of 'insisting on the highest standards', I was leading a team in a previous role where they continually made mistakes due to a lack of attention to detail. When I became their leader, I insisted on a certain standard and drove them to achieve it each and every time. Eventually, the standards I set became habit. Another example is the 'ownership' principle. Again, in a previous role I would consistently take ownership for my actions and would always encourage each team member to do the same. At team meetings I would get everyone to tell me what they have taken ownership of in the past month, since the previous meeting. After a while, the ownership principle sunk in and it became second nature to everyone.

Q15. As a manager for Amazon, how would you persuade people to do what you want?

Sample Answer:

I believe I am a good negotiator and I have the ability to motivate and persuade people to share and follow my vision. For example, whilst managing a team recently during a difficult project, a senior member of the team made it clear he did not believe the path we were taking was the correct one. I took the time to listen to his concerns and made him aware that I valued his seniority, experience and opinions. Once I had listened to his views, I then explained why I felt his suggested route would not work. I provided evidence based on my experience why his suggested route would not work. I then began to

explain why I felt my plan would work and that I needed him to be directly involved in order for it to be a success. I asked him to take a proactive role in managing part of the project and explained to him how his expertise would be integral to the successful delivery of the project. By empowering him, and by utilizing his experience and skills, I managed to win him round and he helped to successfully deliver the project on time and within budget.

Q16. Describe a time when you managed a difficult team?

Sample Answer:

Perhaps the toughest team I had to manage was in the early days of being a manager. It was a fast and steep learning curve and I made some mistakes that I have since learnt from. The team had just lost a long-serving manager and there were some people within the team who were set in their ways. I went in with new and fresh ideas and changed a number of things, perhaps too quickly. The team made it difficult for me to implement the changes I wanted to make and the team meetings I held were a laborious and challenging process. However, I persevered, learnt from my mistakes and managed to eventually turn things around. I started to get the team on board and listened to their ideas and suggestions. After 6 months hard work, we had the best performing team within the organization and it was the start of a very productive environment where everybody felt valued and appreciated. I learnt a tremendous amount from that experience and whenever I go into a new team now I have a set approach that works well.

Q17. When have you failed whilst working as a manager and what did you learn from the situation?

Sample Answer:

In one of my very first management roles, I was put in charge of managing an advertising campaign for a brand-new product. The product was a new type of laundry detergent which was high-performing at lower temperatures, and was more environmentally-friendly than what the market provided. My team, under my management, was responsible for organising the production of a radio advertisement, as well as banner advertisements for websites. These tasks were all completed on-schedule and to a high standard, but surveys later showed that the adverts were not particularly effective at converting to purchases. Initially, I felt deflated as I had clearly not foreseen this potential problem and therefore did not cater for it. However, I then decided to be positive about the situation and I looked at what I had learned from the campaign and how I could improve my management skills in the future. Firstly, I realised that our online advertisements had not been catered enough to the target audience. This meant that our campaign was not nearly as effective as it could have been, simply because we were effectively casting our net too

wide. Secondly, I clearly hadn't foreseen this potential outcome during the early stages of the project discussions. The possibility of the adverts being ineffective was clearly there from the outset and I should have insisted my team tested the adverts more rigorously during the advertising campaign launch. As I say, I learnt a huge amount from this experience and my management skills improved significantly thereafter. I will always take full responsibility for my actions and will continually improve with my team to strive to be the best we can be.

Q18. When have you completed a difficult, time-sensitive task whilst under pressure?

Sample Answer:

In my previous role as a customer service manager I was required to work under pressure on a daily basis. One particular day, I was presented with a situation where two members of staff had gone sick leaving me with only three other staff members to manage the shop during a busy Saturday. During the morning we were due to take a stock delivery which meant that I had to perform many tasks without taking a break. During the day I dealt with two customer complaints, took delivery of the stock, served customers whilst others took their break and also dealt with a fire alarm actuation. I was often required to perform under pressure and thrive in such conditions. I always adapt well to situations like these and ensure that I still maintain a high level of professionalism at all times. The key to performing well whilst under pressure is to prioritize tasks and also utilize systems so that everybody knows what their role is in achieving the set goal or task.

Q19. Describe your leadership style?

Sample Answer:

I would say my style of leadership is a combination of transformational and strategic with the right amount of autocratic demands. I am transformational, because I feel I can turn an underperforming team around relatively quickly and I do this by playing to people's strengths and using positive motivational techniques. I am strategic because I understand and fully buy in to my employer's goals and targets. Without these goals and targets the company would not thrive and I would not have a job. I am also autocratic when needed, which means I set high standards of my team and expect them to meet their targets that would form part of their appraisal. So, whilst I am not one particular style of leader, I feel I can draw on a number of different strengths and styles to suit a team and also to meet my employer's long-term goals.

Q20. As a Manager for Amazon, how would you monitor the performance of your team?

Sample Answer:

I monitor the performance of team members by first of all setting them targets to achieve or projects to complete within a set timeframe. That way, I have something to measure their performance against. I also always ensure I conduct 6-monthly appraisals of each team member. Whilst the appraisals do take time to complete properly, I feel they are absolutely vital for monitoring a team members performance. The appraisal is always a two-way discussion and it gives the appraisee the opportunity to discuss things that might be hindering them within their role. So, to summarize, I monitor the performance of my team by setting goals and targets and also by conducting regular, two-way appraisals.

Q21. How would handle a situation where two Amazon Associates were arguing and getting hostile?

Sample Answer:

I always think competition between sales team members is a great thing to have; however, the one thing you do not need, is conflict. Therefore, if I suspected conflict between two team members, I would stop it immediately. First of all, I would speak to both team members collectively to find out what the issue was. There may be a specific reason for the conflict and I would be keen to encourage them to resolve the issue between themselves amicably. It would probably be the case that, once they are aware that I, myself, was aware of the conflict, they would be keen to sort it out quickly. Whilst speaking to them both, I would explain how conflict can impact negatively on the wider team, and that in the long term, we could all suffer as a result. Therefore, it would be advisable for them to sort it out quickly because the team must always come first before any personal disagreements. If the issue required mediation on my part to resolve it, I would take control of the situation and sort out the conflict as soon as possible.

Q22. Why do you want to leave your job?

Sample Answer:

For the simple reason, I feel it is time for a change. My employer has been fantastic, and I very much enjoyed working for them, but I feel I have so much more to offer and I've been attracted to your company since first seeing in the job advert. I will leave my employer on great terms and I will miss the team, but I am looking forward positively to a new and fresh challenge where my skills and experiences can be fully utilized.

Q23. What are your strengths?

Sample Answer:

In particular I have five key strengths. These are having an ability to work hard to complete a task even when under pressure. A loyal attitude and approach to work, which means I will never let you down. The ability to even work alone unsupervised, and also as part of a team, which means I have a flexible approach to work. I am also someone who can adapt to change, and I realize that change is important, if a business is going to grow. Finally, I am a strong customer service focused employee who is able to provide exceptional service. I can be relied upon to perform to a high standard in this role and will ensure all customer receive the same great service.

Q24. Where do you see yourself in 5 years' time?

Sample Answer:

In five years' time, I see myself progressing within the company to the point where not only am I not only well-respected in the role, but I've also taken on further responsibilities. I believe that, in five years' time, I will have proven myself as an invaluable member of the Amazon management team. I would also take great pleasure in assisting the training and development of newer colleagues who occupy a similar role.

Q25. What's your biggest weakness?

I find it difficult at times waiting for others to come back to me when the completion of my own task depends on them. This think demonstrates that I can be impatient at times, and one particular external company commented during a telephone conversation that she found me quite pushy to deal with at times. Obviously, I apologised to her, but I stressed that my pushiness was simply down to me wanting to the job done for my employer.

Q26. Do you have questions for the panel?

QUESTION – Who is Amazon's greatest competitor and how could I help you in this role to better them?

QUESTION – What are the plans for the company over the next few years?

QUESTION – Do you have any new and exciting Amazon-branded products or services coming out this year?

How to Use These Interview Questions and Answers:

These interview questions and answers are intended to guide you in your preparation for your job interview. These questions have been picked by the PassMyInterview team because we believe that they are the best representative of what you will face in your interview.

The sample answers in this resource are collated from years of experience and research in the recruitment sector. The answers confidently display the appropriate qualities and competencies that the interviewer expects from successful candidates.

Read the sample answers carefully, and take note of what skills and competencies they demonstrate. You might notice that, when the question asks for examples, the answer uses the STAR method to construct the response:

Situation. Start off your response to the interview question by explaining what the 'situation' was and who was involved.

Task. Once you have detailed the situation, explain what the 'task' was, or what needed to be done.

Action. Now explain what 'action' you took, and what action others took. Also explain why you took this particular course of action.

Result. Explain to the panel what you would do differently if the same situation arose again. It is good to be reflective at the end of your responses. This demonstrates a level of maturity and it will also show the panel that you are willing to learn from every experience.

In order to get the best possible results, apply this system to your own examples and experiences in working life. These sample answers are intended to inspire you to create your own responses to the questions.

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