How much do you know about the role you have applied for?

How familiar are you with this business area? What are the key challenges it faces?

What in particular interests you about this role?

How specifically have your previous roles and experience equipped you for this new role?

What have you enjoyed most in previous roles? What is driving you to move on from your current role?

Everyone in RBS needs to focus on how we serve our customers better. How do you think this role relates to the end customer of the Bank? How does the work involved benefit the end customer?

Describe a time when you ensured a customer received the best possible service.

How did you communicate with the customer?

How did you gain insight into the customer's perspective?

What was the end result?

How did you know the customer received the best possible service?

How did this compare to other customer service experiences with different customers?

Give me an example of when you had to make a decision when faced with a range of options.

What relevant information did you use? How did you arrive at your decision? What advice, if any, did you seek?

Give me an example of a time when it was challenging to do the right thing.

What did you do? Who did you communicate with? How did you demonstrate commitment to the business? What was the result?

Describe a time when you identified a way to improve efficiencies at work.

What did you identify? What did you do? How did you plan for the improvements to be put in place? What was the outcome? What was the long term impact?