**Quick Interview Script – CSR (JYG Business Services Co.)**

**1. Tell me about yourself.**  
“Good morning! I’m Geraldine Ferreras, graduating with a BS in IT this August 2025. In my internship at Tarellia Solutions I handled data encoding, documentation, and QA—roles that sharpened my attention to detail and communication. I’m excited to bring those strengths to a customer‑service position.”

**2. Why do you want to join JYG?**  
“I’m drawn to JYG’s full training, virtual process, and clear growth path. It’s a great place to combine my tech skills with my passion for helping people.”

**3. What does great customer service mean to you?**  
“Prompt, accurate solutions delivered with empathy, plus clear follow‑through so the customer feels valued and confident the issue is resolved.”

**4. How would you calm an irate caller?**  
“I’d listen without interrupting, acknowledge their frustration, apologize for the inconvenience, then clearly explain the steps I’ll take to fix the problem—staying calm and respectful throughout.”

**5. Describe a time you solved a problem under pressure.**  
“During UAT I found a critical bug an hour before a demo. I documented it, alerted the dev team, tested the fix, and the demo went smoothly—saving the project timeline.”

**6. What tools have you used?**  
“MS Office, Google Workspace, Jira for bug tracking, and I type 70 WPM—skills that translate well to chat, email, and ticketing systems.”

**7. Are you okay with shifting schedules and metrics?**  
“Yes. I managed multiple academic deadlines and internship KPIs; clear targets motivate me to excel.”

**8. Why should we hire you?**  
“I blend strong tech aptitude with proven communication and problem‑solving skills. I learn fast, stay calm under pressure, and aim to exceed customer expectations.”

**9. Where do you see yourself in two years?**  
“Supporting JYG as a top‑performing CSR and moving toward a senior or QA coach role, mentoring new agents.”

**10. Do you have any questions for us?**  
“How do you measure success in the first 90 days, and what growth paths are available for high‑performing CSRs?”

Practice these brief responses so they sound natural—and good luck!

Sources

**You said:**

add more questions with script

**ChatGPT said:**

Absolutely! Here's an extended set of **interview questions with short scripts** tailored for the **Customer Service Representative (CSR)** position at **JYG Business Services Co.**. These responses are simple, confident, and easy to practice:

**✅ ADDITIONAL INTERVIEW QUESTIONS & SHORT SCRIPTS**

**11. How do you handle repetitive tasks?**  
“I stay focused by reminding myself that every customer deserves the same level of service. I also manage my time well and use productivity habits like short breaks to stay fresh and consistent.”

**12. How do you prioritize tasks when everything feels urgent?**  
“I assess which tasks directly affect the customer experience first—then I work through the rest based on deadlines and impact. I also don’t hesitate to ask my supervisor if I need to clarify priorities.”

**13. How would you describe your communication skills?**  
“I speak clearly, listen actively, and adjust my tone depending on the customer’s mood. I also make sure to repeat key information to avoid misunderstandings.”

**14. Are you comfortable working remotely and independently?**  
“Yes, I’m comfortable working from home. I have a reliable setup, and I’m used to managing my own tasks and meeting deadlines without constant supervision.”

**15. How do you handle a situation where you don’t know the answer to a customer’s question?**  
“I’d be honest and let them know I’m checking with the right person or department. I’d stay calm, assure them I’ll follow up, and make sure I get back with the correct information as soon as possible.”

**16. Describe a time you received feedback. How did you respond?**  
“In my internship, I was told to improve how I documented bugs. I accepted the feedback, asked for clarification, and started using clearer step-by-step notes—which helped the dev team solve issues faster.”

**17. What motivates you at work?**  
“I’m motivated by learning new skills, hitting goals, and being recognized for doing quality work. It also motivates me when I know I’ve helped make someone’s day easier.”

**18. What would you do if a customer said you were unhelpful, even after assisting them?**  
“I’d stay calm and respectful. I’d ask if there’s anything else I could clarify or do to improve their experience. The goal is to make sure they feel heard and supported.”

**19. What do you think makes a great CSR?**  
“Someone who’s patient, a good listener, solution-focused, and able to explain things clearly—while keeping a positive and respectful attitude, even under pressure.”

**20. Are you open to working weekends or holidays if needed?**  
“Yes, I understand the importance of customer support availability, so I’m willing to work flexible schedules when needed.”