Interview Questions

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**Group A: Standard Questions**

1. Why should I hire you?

As you can see by resume, the majority of my employment history has been in customer service in one form or another. This role has provided me with the interpersonal and quick problem-solving skills needed to deduce what makes the customer happy. These are skills that I feel are critical in any industry, because ultimately we make the products and provide the services we do in order to exceed customer expectations. By possessing and applying a mastery of these customer service skills, I feel I have an edge in knowing exactly why, how, and what drives customer satisfaction and I feel that I would be a prime candidate in implementing these factors within daily business activities to drive the business forward in delivering stellar products and services to the customer.

1. What are your weaknesses?

I feel that my greatest weakness is the fact that I am very critical of my own work. The fact that I am very meticulous and detail-oriented in working towards delivering error-free, reliable work can sometimes go overboard and lead me into trouble with time-management. I consistently try to be aware of this issue and I am learning more and more to limit my error-checking in time-sensitive tasks and trust that the work I do in the first place is generally always more than satisfactory.

1. Why are you applying for this position?

I am applying for this position because I genuinely feel that this job is highly suited and conducive to my skills and preferences in not only my career but also in what I want to achieve in my life. I feel that the skills I can practice and hone performing this work will help me foster a better sense of myself and what I can offer both professionally and personally. I know that working here will allow me to make tangible contributions and advancements to the team and company as a whole, and through these experiences and challenges I will be able to grow professionally.

1. Why are you interested in working for our firm?

Working for this company has always been not only a career, but personal goal for me. I have long admired the work that has come out of this company, and I am even a frequent user of the products and services provided here. What better way to fulfill my career goals than by working at this company which has had a significant impact in helping form who I am personally and crafting some of the values that I hold in high stead. I feel like these factors as well as the culture that has been fostered here will allow me to give so much back to not only the company, but perhaps my work can influence another who is in the shoes I once was.

1. What can you contribute to this company?

Referencing some of the notions from the previous question, I feel like I owe this company something due to the impact it has had on me, both growing personally and ultimately influencing my goals professionally as well. By working here, I am given the opportunity to give back to the company and to the community of customers that value the services that are provided here. I can personally speak on the fact that these products and services can make a real, tangible impact on a person’s life and I am highly motivated by the fact that I can have a part in providing that experience. By combining this desire and motivation to give back with my relevant skills in information technology, I know that I can provide an experience integral in providing the best level of service and quality of products that this company is known for.

1. How are you qualified for this position?

My experience in providing exemplary customer service is always transferrable, as it is the number one goal of any company to provide customer satisfaction. In addition, my technical training and skills with concepts in programming, knowledge in systems analysis and testing methodologies, and interpersonal abilities will all directly apply to the work that is done on a daily basis at this company and in this job role. I feel that these skills and training not only meet your stated requirements, but also complement your standards and will greatly contribute to the continued success and advancement of the work unit, and the company as a whole.

1. What are your strengths?

I think that my strengths relate back to my weaknesses in the sense that I am very detail-oriented person. I harp on the little details that most others would not notice or focus on, and I feel that this helps take my work to another level in terms of reliability and trust. I also have great problem-solving skills that allow me to view concepts and ideas in unique ways that help lend to great testing methodologies and I feel this can really help push a project in new directions if it is called for. Overall I would say that I am a very meticulous person – not just worker – and I think this lends itself to producing well-rounded, reliable work which I can take great pride in and be satisfied doing.

**Group B: Behavior-Based Questions**

1. Tell me about a difficult situation you dealt with when supervising others. What did you do, and what were the results?

Although I have not directly been provisioned as a supervisor-level role in a previous job, I have had many circumstances where out of necessity I have had to take the reins as a leader and delegate job tasks to others. In itself, it is a difficult situation when you try to supervise others that would generally be considered your peers, as they often do not take you or your word as seriously as if it was from a named supervisor. In order to overcome this challenge and give my peers direction needed in completing important job tasks I first and foremost establish an open line of communication. Defining the tasks and giving concrete reasons of why they are essential (generally they are by nature if I have to step into delegating them, otherwise there wouldn’t be a need) is step number one in supervising and overcome the challenge of not being valued or respected as a supervisor. When you are reasonable and logical, this easily opens the door for others to listen to you and also communicate back any questions or concerns. Keeping this on the general side, results are often achieved in this way because others feel that they are included and being treated fairly when you explain the necessity and establish open lines of communication.

1. Tell me about a time when someone made an unreasonable request of you. How did you react, and what happened?

Very often in work, management wants to push the bar and set a precedent for a level work expected to be completed. This is understandable on many levels such as sparking motivation, but every once in a while I feel that sometimes the requests are perhaps unrealistic in that instance. Often our staff is short-changed in terms of having someone scheduled in every department, at one time. This ultimately means that sometimes I have to work in other areas which I was not trained for in order to pick up the slack. Like many other companies, we have sales goals as well as a multitude of other “numbers” we are expected to meet. When I am tasked with working in a department which I am not qualified or experienced with, I am still expected to pull in the same numbers that one of the actual department employees typically would in a shift. While realistically I cannot always command the same balanced numbers across all categories expected for this department, I try my best to apply relevant skills from my home department in order to exceed expectations in some comprehensive areas of goal tracking. Instead of being overwhelmed or intimidated by the fact I may be lacking some of the knowledge or skills needed to excel in certain areas of the fill-in job role, I can still apply basic principles and transferrable skills that allow me to still fulfill and exceed at least some of the numbers expectations for whatever department it may be, which at the end of the day still satisfies management in some ways, given the circumstances.

1. Tell me about a difficult challenge or problem you've faced and how you handled it.

In my current job my main job role is to take all of the products we get in our weekly shipments from the shrink-wrapped pallets, sorted in the backroom, to ultimately being placed in their homes on the sales floor. This is a week-long process, as the shipments come once per week. Management consistently drives and pushes us to speed up and complete the process as early on in the week as possible so that way other tasks can be tended to. Typically these other tasks are low-priority, or other employees in different job roles would complete them. My job role only gets completed if I am there; for the most part it is a position which is unable to be filled by somebody else. I take finishing this task very seriously as is. When management informs me that there is going to be a critical corporate visit halfway through the week and we “need” to finish this process and have the backroom clear by midweek to appear as presentable as possible, without added help in the task, the situation becomes very stressful. By working as a team and keeping a focused train of thought, as well as delegating less essential (in that moment) work tasks to others, my team and I were able to finish our job tasks entirely and have everything clear and presentable for the upcoming corporate visit. This result was 2 for 1 in terms of achievement because it not only allowed us to shine and be commended for our corporate visit, but it also allowed nearly a full half week to help in some of the other tasks we typically wouldn’t have time for. By working as a team, even those who were not directly in our department (by responding to our delegations for help in other tasks), we were able to not only meet but exceed expectations set by management.