**Candidate Name**:

Shifts that candidate is available to work for training:

Shifts that candidate is available to work for regular shift:

Bilingual: Y / N

Interviewer Feedback:

Appearance:

Grammar:

Professional language:

Upbeat:

Positivity:

Tone:

Building rapport:

Phone Etiquette:

Anything Else?

**Sample Interview Questions:**

**Sample Questions:**

Tell me a little about yourself.

Tell me about your customer service and sales experience? What relevant work experience has prepared you to do well in this role?

What interests you about customer care? / What do you enjoy about working in customer service?

Tell me about some common customer questions that you fielded at your previous role, and how did you answer them?

What if you don’t have enough information to answer a customer’s question? What do you do?

Let’s say that the customer you’re talking to is complaining about a well-known problem with your product. How do you diffuse the situation? / Tell me about a time you turned a negative situation with a customer to a positive one. / Tell me about a time you calmed down an angry customer / Tell me about a time when you helped resolve a particularly difficult customer issue.

Role play a hypothetical situation where there is an upset customer and look for empathy and positivity from the candidate.

Role play a hypothetical situation where we are selling a product to a customer and look for sales techniques from the agent and if they have a sense of how to pitch a product to a customer.

How do you respond when a customer tells you that you’re taking too long to help them?

This job can be repetitive. What motivates you to continue to do it?

Why would you be a good fit for our company as a customer service rep?

Make sure they can work the Bounce Energy schedule.

We work in a computerized environment? / ability to work with Microsoft Office or other relevant programs, and any computer experience, such as placing orders in the company computer or saving digital records of services and closed deals

What interests you about our product and customers? / does the agent know about this company's products and services?

How many customers do you usually talk to in one day?

What makes you a great candidate for this customer service rep job in particular?

Tell me about a time when you were unable to help a customer. What was the issue and how did you handle the situation?

What type of customer service systems have you used? What is your level of familiarity with them?

**Interview Questions**

**The following questions provide a guideline, or sampling, of appropriate questions to ask a candidate during the interview process**

**Open-ended questions will produce more dialog from the candidate;**

o **Tell me about….**

o **Explain…**

o **How do you feel about…why?**

**1. Please tell me a little about yourself.**

**2. Do you have call center experience?**

1. **If they do, ask how long, their responsibilities, and type of project**

**b. Tell me about it…**

**3. Why did you leave your last job? .**

**Don’t encourage them to say too much…just the basics**

**4. What do you consider to be your greatest strength? Why?**

**How would you handle an irate customer?**

**5. Why did you select iQor?**

**6. Can you tell me a time when you went above and beyond at a previous job?**

**What was the outcome?**

**7. Can you tell me a time when you would have handled a difficult situation differently?**

**8. Are you able to work a flexible schedule that may include evenings and weekends?**

**Advise them that schedules changes based on the business needs of the company/client.**

**Starting pay is $ / hr - What are your salary expectations?**

**10. What technological experience/skills can you bring to iQor?**

**11. We do run a criminal background check. Applicants must pass a multi-state criminal background check. We do not accept felony convictions. Is this ok?**

A rambling prologue…

The point of all this is to assess whether the candidate would be a good fit for iQor and specifically for Bounce Energy. Can they deliver value on a call…? I plan on doing some phone role playing in the interview to gauge the candidate’s understanding of building rapport, empathy etc. as well as to gauge their tone, grammar, professional language, phone etiquette etc.

The whole point is to find people who know how to be personable and friendly on the phone and have the ability to be creative when resolving customer service situations that we typically run into.

We need people who can think on their feet and be creative, upbeat and positive customer advocates.

With that in mind, the questions below are not rules, simply guidelines to follow and do not have to be asked in any particular order, or asked at all for that matter.

There is no numbering and there is no space to write answers because the point is to get them talking and LISTEN to them talking and engage in a lively back and forth while gauging their competence!