Answer 1:

Answer: As I am a fresher and still learning about this position, however, I strongly feel that over the years while studying and working as a part-timer I have acquired the following skills that will help me to be successful in my new position

1. Self-confidence
2. Positive attitude
3. Open to learning new skillsets
4. Ready to accept any kind of feedback
5. Sense of accountability and responsibility
6. Ability to work as a team member
7. Verbal and nonverbal communication
8. Assertiveness and collaboration skills
9. Sense of humor

Answer 2:

On the day of orientation, I would like to follow the below questions for my supervisor

1. What are the policies for handling customers, and what kind of information we are suggested to keep confidential?
2. How different departments are connected?
3. Where I can find the information regarding the business, e.g. is there any manual or wiki pages that can be referred to for the information?
4. In case of any query related to my work, who will be the first person or department, I should reach out to?
5. What is ZTP (Zero tolerance policies) in the company, and what are the consequences of them?
6. What are the pieces of training we are required to complete to be qualified for customer assistance?

Answer 3:

First I will make sure that the service which is requested by the customer is not available at our organization. Then I will explain to the customer that it is not possible for no organization in the world can provide all the services under one roof. In case I need to tell the customer that we don’t provide any specific service, then I will sit with the customer, and will try to educate them that the requested services are out of expertise area, however, if they want I can suggest them some other organizations that do provide similar services. Or I will let you know in the future if our organization starts offering similar services to their customers.