# Sample Interview Questions

Below are a sample of behavioral and short case questions. This is by no means a comprehensive list and each interviewer may come up with his/her own questions, but the questions below can give you a general idea of questions that are asked in interviews.

## OPENING QUESTIONS

- Tell me about yourself.

- Walk me through your resume.

- Why do you want to work at this company?

## DELIVERING RESULTS/MAKING QUICK DECISIONS

- Can you tell me about your proudest work achievement, and what role you specifically played in that achievement?

- It's your first day at an online retail company and you are asked to launch the groceries section of the website. What steps would you take to understand the critical elements of the business?  What are the important things to look at and why?  (selection, pricing, marketing, etc.)

- Can you provide an example of when you failed and didn't deliver results? What did you learn from the experience?

- Tell me about a goal that you set that took a long time to achieve or that you are still working towards.

- Can you give me an example of working at a fast-paced environment or making a quick yet good decision?

- Let's say that there's an important holiday item for the online retailer that you work at, and the warehouse that was supposed to have it is reporting that it's missing the inventory. What would you do?

- Tell me about a time you took a risk and the result wasn't as successful as you had hoped it would be. What did you learn?

## DEALING WITH AMBIGUITY/ PUTTING CUSTOMERS FIRST

- Tell me about a decision you made in the last couple of years that you regretted later. What was the situation and how would you go about it differently?

- Give me an example of a time when there wasn't a clear solution to a problem. What were the alternative solutions you considered and how did you come up with the solution?

- If you're the CEO of Alibaba and deciding which country to launch Alibaba next, what factors would you consider when making your decision?

- Tell me about a time when you went above and beyond your role to meet a customer's need or request.

- Let's say that a UK customer was visiting a US hotel and ordered a toy from an online retailer to arrive at the hotel for her son, but it never arrived. She's about to go to back to the UK where the toy doesn't exist, but she really wants the toy for her son. What would you do if you were an employee at that online retailer?

- Can you provide an example of a company for their customer service? What stands out for you?

## COMMUNICATION/ DEALING WITH DIFFICULT SITUATIONS / WORKING IN TEAMS

- Tell me about a time when you had to convince others on a decision. How did you go about convincing other people?

- Can you give an example of when you lost trust from others? What did you do to earn that trust back?

- Can you tell me about the most difficult working relationship you've had? What was the situation and how did you manage it?

- Tell me about a time when you had to make a difficult decision under pressure and then defend that decision?

- Tell me about a time when senior leadership didn't agree with your opinion on a project. Did you stick to your opinion or did you change it?

- Can you tell me about a time in which you were able to help fellow colleagues or students succeed?

- Tell me about a time in which you were struggling. What did you do to improve your situation?

- What are some ways in which you actively seek to improve yourself?

## OWNERSHIP

- Give me an example of a major project that you led. How did you lead it and what was the outcome?

- Tell me about a time when you had to work on a project without clear goals or guidelines. How did you go about working on the project?

- Can you give me an example where you have taken accountability and ownership for work that was perhaps out of scope for your role?

- Can you provide an example of when things didn't go well on a project and team members were placing blame on each other (including you)? What did you do in that situation?

- Have you ever worked in a job with a high level of ambiguity?  Can you describe what that was like?  Can you give me an example of how you handled the situation?

## THINKING ANALYTICALLY/ PROBLEM-SOLVING SKILLS

- Let's say that you're in charge of the Microsoft Xbox business. What are all the metrics that you'd want to see for running your business?

- Let's say that you're a vendor manager for a retail company and your vendor is about to launch the most anticipated video game for the holiday season. What factors do you consider in preparing for this launch?

- Tell me about the most complex data project that you've worked on.

- Let's say that you're trying to decide whether to offer an Amazon Student Prime program that provides Prime membership for one-half the cost. Should Amazon run this program?

- Tell me about a time in which you refused to accept a compromise or lower your standard. What was the end result?

- Tell me about a time in which you failed to meet your own standards. What did you learn from that experience?

- Can you give an example of when you identified a process or project that could be improved and worked to improve it?

- Imagine that you're in charge of Starbucks. What are all the metrics you'd want to see to ensure that the stores are providing excellent customer service?

## INNOVATION AND CREATIVITY

- Can you give me an example in which you came up with an idea to create a feature or product or improve a current process?

- Can you tell me about a time in which you tried an idea out but the results weren't what you'd hoped for. What did you learn from it?

- Can you tell me about a time when someone on your team came up with an idea and you didn't think it was a good idea? Why did you think it was a bad idea, and what did you do about it?

- Can you tell me about a time in which you came up with a simple or out-of-box solution that worked?

- Can you tell me about a time in which you had a big idea and convinced others to work with you to collaborate on that idea?

- Tell me about a time in which created a product or business idea from beginning to end.

- Tell me about a time in which you took a big risk. Did it work out? If not, what would you do differently?

- You have a new assignment of creating a flying car. How would you go about delivering this car to the market? What are all the factors you'd have to consider?

- Can you tell me about a time in which there were multiple ways to solve a problem and how you evaluated each solution before choosing one?

- Tell me about a time in which you chose to explore a potential area of interest at work that was outside of your primary responsibilities.

- You've joined the advertising product management team at Google, and let's say you have little to no knowledge about advertising or product management. How would you go about ramping up?

- Tell me about your current company (or school). What is the most interesting thing that your company is doing right now?

- Tell me about a time when you were able to deliver a project with very limited resources.

- Can you tell me about a time in which you spotted a process that was inefficient and how you were able to help drive out that waste?

- Tell me about a time in which you had to turn to a Plan B solution to complete a project because Plan A was too costly or infeasible.

- Your company wants to introduce a competitor to Outlook's email system. How would you design this email system?

## MISCELLANEOUS INFORMATION AND TIPS

- Come up with 5-10 really good examples from your career. Turn to these examples when answering questions.

- Think of times when you failed at your job and what you learned from those experiences. Top companies embrace failure, and interviewers want to hear about them.

- There's a good chance that interviewers will be typing away throughout the entire interview. They may also be several minutes late for the meeting. Don't let these factors deter you, and instead, remain upbeat and concentrate on what you can control.

- When explaining why you want to work at a company, try to give specific examples that go beyond saying that you want to work at a fast-paced company that's innovative, or something along those lines. Think of specific features that you like about the company or aspects about the culture that you've read about that seems interesting or unique.

- Interviewers may ask you multiple follow-up questions to a question. Sometimes the whole interview may be based around one question.

- Always be sure to ask questions at the end of the interview to demonstrate that you are curious. Try to ask questions that go beyond "What do you like and don't like about your job?" and "What is your day-to-day responsibility like?"