



Behavioral Interviewing Questions

CUSTOMER FOCUS:

Builds effective relationships, identifies customer expectations, sees issues from their point of view; offers practical recommendations.

1. How do you go about learning the expectations of your customers—internal and external?
2. Describe a time when you successfully handled a customer complaint.
3. Have you ever had to go the extra mile to satisfy a customer? Tell me what you did and what was the result?
4. What skills or qualities are important for dealing effectively with customers? Why do you think so? Give an example of when you displayed these skills or qualities.
5. How have you partnered with a customer/client to help achieve their goals and financial results?

