



Culture Interview Questions Template

QUESTION	DESIRED ANSWER
What companies do you admire for their customer service and customer experience? Why?	Pay attention to not only the name of the companies but the experiences that the candidate describes.
If you're helping a customer while other customers also require your attention, how do you manage serving everyone?	The candidate should say something along the lines of, "I will continue helping the customer that I'm serving and politely recognize and acknowledge the employees who are waiting to be served. This will ensure they know that they will have my full attention shortly."
What's the temperature of the sun?	Does the candidate email you the answer after the interview?
What's an indulgence you can't live without that costs less than \$20.00?	Ensure their answer is specific, record their answer and prepare to deliver this gift to them on day one of their employment with your company.
Please tell me of a time when you struggled to deliver a great customer experience?	Ensure that the candidate gives you a detailed example. You want to listen to whether they take ownership over the incident or not. Do they throw another employee or department under the bus?
What actor, athlete or recognizable figure do you believe would deliver exceptional customer service? Why?	This question is fun and valuable. You want to see if the candidate knows the attributes that one must possess to deliver great customer service?
Delivering amazing customer service each day to all customers can be challenging. How do you mentally prepare yourself for this?	Does the candidate have a methodology that your company may be able to replicate?
If you become aware of a problem with our company's service or product that customers are complaining about, what would you do?	Does the candidate have the foresight to alert a manager and provide evidence and commentary from customers?
Tell me of a time when you turned an irate customer into an advocate of the company? Did you require any resources like discounts or compensation to achieve this?	You want to listen to how the candidate managed this situation. How did the candidate find a solution? Ensure that the candidate gives detail. Don't allow them to simply give you a vague answer.
If your team member is struggling to deliver great customer service, how do you help them and pass along your expertise?	Does the candidate mention they will do their best to transfer their skill set over to them through peer to peer learning?
What software do you have experience with?	Some candidates may be great at soft skills but how are they technically? Probe for this in the interview.
If you were to use one word to describe the best customer experience, what word would you use?	I'd say seamless. What does the candidate suggest?