

Customer service interview checklist

Research the company.

Check their values and learn more about their products. You will be able to mention some interesting facts about the company in the interview.

Ask yourself if you are sure this is the right job for you.

Do your values match what the company stands for? Do you think you will be happy working for this organization? Are you sure you want to become a customer service representative? Those are essential questions to ask yourself before you go into the interview room. You need to be sure this is what you want to do.

Go through the questions from our article and prepare your answers.

It's important to be prepared for what the interviewer might ask you. This will ensure that your answers are better, more consistent and that you feel more confident during the process.

Make sure you have examples from your previous experience.

When answering questions, you must mention how and when you demonstrated particular skills. Some questions are specifically designed to learn about your experience and how you learned from it. So, recall your previous jobs and think about times when your customer service skills played an important role.

Print out your application materials and bring them with you.

Technology can fail you, so it's always good to bring any additional materials with you in a printed form. It will make it easier to point something out from your resume during your interview if there is a need for it.

Check the dress code of the company you're applying for and dress appropriately.

Look competent and professional. A good bet is to wear a shirt and a pair of black jeans, a universal option for everyone.

Ask questions at the end of the interview.

This shows that you genuinely want to join their company and are interested in how the organization works.