

Sample Interview Questions

These are examples of behavioral based questions are used to find out about the candidate's past work experience, reveal their skills, abilities and personality.

Getting to Know You

1. Please take a few minutes to tell us a little bit about yourself and your background and how your previous experiences prepared you for the position of...
2. What attracted you to apply for this position?
3. Where do you see yourself in five years?
4. Tell me about your strengths and how you leverage them?
5. What are your weaknesses and what work have you done to counter this?
6. What are the most important things you are looking for in your next role?

Teamwork

1. Talk about a time when you had to work closely with someone whose personality was very different from yours.
2. Give me an example of a time you faced a conflict while working on a team. How did you handle that?
3. Describe a time when you struggled to build a relationship with someone important. How did you eventually overcome that?
4. We all make mistakes we wish we could take back. Tell me about a time you wish you'd handled a situation differently with a colleague.
5. Tell me about a time you needed to get information from someone who wasn't very responsive. What did you do?
6. Can you tell me about your most recent experience working with a team? What was your role? How did you interact with the other team members?
7. Was there ever a time when you were part of a team where the people didn't get along? What happened? What did you do?

8. Can you describe a time when a team member wasn't doing their work? What did you do?
9. Can you describe a time when you had to delegate work among a team? How did you decide who would do each task? Is there anything you would do differently?
10. Can you tell me about a time when you let your team down? What did you do? How did you react?
11. Can you talk about a time when you had to encourage your team members to compromise? How did you go about that?
12. Give me an example of a time when you tried your best to work with someone, but the problems still remained. What did you learn from that situation?

Customer Service Skills

1. Describe a time when it was especially important to make a good impression on a client. How did you go about doing so?
2. Give me an example of a time when you did not meet a client's expectation. What happened, and how did you attempt to rectify the situation?
3. Tell me about a time when you made sure a customer was pleased with your service.
4. Describe a time when you had to interact with a difficult client. What was the situation, and how did you handle it?
5. When you're working with a large number of customers, it's tricky to deliver excellent service to them all. How do you go about prioritizing your customers' needs?
6. Can you describe the steps you take to develop a relationship with a customer?
7. Can you talk about a time when you and a customer miscommunicated? What did you do to repair communication?
8. Can you talk about a time when you dealt with an upset or angry customer? What did you do? Is there anything you would have done differently?
9. Was there ever a time when a co-worker's customer was passed off to you that was upset? How did you build relationship and trust with them?

Adaptability

1. Tell me about a time you were under a lot of pressure. What was going on, and how did you get through it?
2. Describe a time when your team or company was undergoing some change. How did that impact you, and how did you adapt?
3. Can you describe a time when you experienced rapid change? How did you handle the situation?
4. Tell me about the first job you've ever had. What did you do to learn the ropes?
5. Give me an example of a time when you had to think on your feet in order to delicately extricate yourself from a difficult or awkward situation.
6. Tell me about a time you failed. How did you deal with the situation?
7. Can you tell me about a time where you encountered a business challenge? How did you overcome it?
8. How do you handle it when there's a conflict among team members?
9. Can you tell me about a time when you used your problem-solving skills to find a solution to a problem?
10. Can you tell me how you handle your transition between different jobs or positions in the past?
11. Can you tell me about a time when you tried to reduce stress for a co-work?
12. Can you tell me about a time when you saw a situation that could have become stressful? What did you do to prevent it?

Time Management

1. Tell me about a time you had to be very strategic in order to meet all your top priorities.
2. Describe a long-term project that you managed. How did you keep everything moving along in a timely manner?
3. Sometimes it's just not possible to get everything on your to-do list done. Tell me about a time your responsibilities got a little overwhelming. What did you do?
4. Tell me about a time you set a goal for yourself. How did you go about ensuring that you would meet your objective?

5. Give me an example of a time you managed numerous responsibilities. How did you handle that?
6. How do you handle meeting tight deadlines and what steps do you take to ensure they are met?
7. Can you tell me about a time when you were behind on a project? What did you do?

Communication Skills

1. Give me an example of a time when you were able to successfully persuade someone to see things your way at work.
2. Describe a time when you had to train on a skill. What did you do to make sure everyone was able to understand you?
3. Tell me about a time when you had to rely on written communication to get your ideas across to your team.
4. Give me an example of a time when you had to explain something fairly complex to a frustrated client. How did you handle this delicate situation?
5. Tell me about a successful presentation you gave and why you think it was a hit.
6. Describe a decision you made that wasn't popular, and explain how you handled implementing it.
7. What do you do if you disagree with someone at work?
8. Can you tell me about a time when your communication failed? What caused the problem? How did you handle the situation?
9. Can you tell me about a time when you backed off in a meeting because you felt someone else should speak or have an opportunity?

Motivation and Value

1. Tell me about your proudest professional accomplishment.
2. Describe a time when you saw some problem and took the initiative to correct it rather than waiting for someone else to do it.
3. Tell me about a time when you worked under close supervision or extremely loose supervision. How did you handle that?

4. Give me an example of a time you were able to be creative with your work. What was exciting or difficult about it?
5. Tell me about a time you were dissatisfied in your work. What could have been done to make it better?
6. Have you ever made a mistake? How did you handle it?
7. Share an example of how you were able to motivate employees or co-workers.
8. Can you describe a time when a co-worker made a mistake and you discovered it? What did you do?

Job Specific

Please use the job description to create interview questions based off the job responsibilities to gauge your candidate's experience.