

PRESCREENING QUESTIONS - CUSTOMER SERVICE REPRESENTATIVE

Name: _____ Date: _____

Phone Number: _____ Best time to call: _____

1. Why are you interested in this position? _____

2. This is a full-time position. Is this acceptable to you? Yes No
Are there any days or hours you cannot work? _____

3. Are you currently employed? Yes No
If yes, why are you leaving your current job? _____

If no, when did you last work and why did you leave? _____

4. Have you ever been fired from a job or asked to leave? If yes, please explain. _____

5. When would you be available to start work? _____

6. Do we have your permission to contact your current employer now to verify information? Yes No

Will we have permission to contact your current employer if you are offered a position? Yes No

Do we have permission to contact previous employers? Yes No

What will your references tell us about you? _____

Would they tell us an area you could work on to be even more successful? _____

What are your income expectations from this job? _____

7. Do you have experience in this industry? Yes No

If yes, please describe the positions you have held and how long in each one. _____

If no, please describe how your experience translates to this industry. _____

8. Have you had inside sales roles? Yes No If yes, what kind of upselling have you performed (list products)?

9. What computer estimating programs do you have experience on? _____

10. What computer programs are you most familiar with? _____

11. How have you handled the last few angry customers you've come across? _____

12. Will you follow a dress code? Yes No

13. Are you able to work standing on your feet for long periods of time? Yes No

14. Do you like to work more as part of a team or independently? Why? _____

15. Tell us about a time you took a risk and it failed? How did you feel? _____

16. What skills and strengths can you bring to this position? _____

17. What gives you the greatest satisfaction? _____

What things frustrate you the most? _____

18. Of all the positions you have held, which did you like the most and why? _____

Which did you like the least and why? _____

19. Is there anything else you think we need to know at this time? _____

