



## 15 JOB INTERVIEW QUESTIONS – CUSTOMER FOCUS

1. Give me an example of one experience in your job that reflects your commitment to customer focus?
2. Tell me about a time when you received a customer complaint. What did you do?
3. If you are asked to move to another department in the organisation, which one would you prefer? Why?
4. What do you think is the most important change going on in your industry?
5. What do you do to keep current on trends and changes in your field?
6. Explain to me how you think [Insert company name] operates as a business?
7. How does your current job contribute to your company meeting the needs of its customers?
8. Customers frequently create a great deal of pressure. What has been your experience in this area?
9. Describe a situation that demonstrates your approach to handling conflicts with customers.
10. What have you done when you have realised you weren't able to meet the expectations of the customer?
11. Tell me about a time when you have dealt with the customer complaint that was not your fault?



12. Tell me about a time when you have responded to a customer complaint that was your fault?
13. Tell me about a time when you've had to deal with an angry customer either face-to-face or on the phone.
14. Have you ever had the task of turning a customer relationship around? How did you go about it?
15. How do you keep your customers happy?

This resource is from [15 Job interview questions on Customer Focus](#)

See also [15 Self-Starter interview questions](#)

[16 Interview Questions on Motivation](#)

[16 Interview Questions on Leadership](#)

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