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common behavioral questions for customer service include describe a time when you dealt with an upset customer or give an example of when you went above and beyond to serve a customer use the star method answer using the situation task action result formula showcase your skills

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1 tell us about your previous experience in customer service sample answer customer service has been a big part of my career and i ve been fortunate to gain experience in various roles

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1 research the company before your interview take some time to learn about the company you re applying to understand their products services customer base and company culture this knowledge will not only help you answer questions more effectively but also show your genuine interest in the role and the company 2

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1 tell me about a time when you went above and beyond for customer service customer service 2 how do you define good customer service compatibility 3 what customer engagement strategy is the most rewarding for you experience 4 what skills do you believe you possess that help you deliver excellent customer service experience 5

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