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TOP 10 Customer Service Interview Questions

- How would you deal with an angry customer, or with a person who were strongly unsatisfied with your customer service?
- Is there anything extra you would do for your customer, outside of your working duties?
- If a customer buys 3 items, each for \$4.43, and gives you \$20 bill, what will be the change?
- What plays the key role in retail? Is it price, product value, or communication with the customer?
- What are your weaknesses?
- Where do you see yourself in three years from now?
- Why should we hire you?
- Which customer would you struggle to serve?
- Why do you want to work for us, and not for some other retailer (call center, company)?
- Describe a conflict you had with one of your colleagues in the past.

Source and answers to the questions: <https://interviewpenguin.com/customer-service-interview-questions/>