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20 Interview Questions for Business Process Outsourcing Jobs

- Why did you apply for this job?
- How do you imagine typical day in work?
- Why do you think you are the right person to work for our business process outsourcing company?
- How do you feel about working in the night?
- How do you feel about talking on a phone for eight hours each day?
- On a scale from one to ten, how would you rate your English language skills?
- What is your major weakness if we talk about working as a call center operator?
- How long do you want to have this job?
- What motivates you the most in work?
- Why should we hire you?
- Imagine that you do not understand the question of a customer on a phone (their accent is strong). What would you do?
- How would you deal with an angry customer?
- You feel that one of your colleagues just wastes time on the phone. It seems to you that she doesn't work effectively. What will you do?
- Describe a situation when you were under pressure in work.
- Imagine you were very tired on a night shift, and could not do your job properly because of that. What would you do?
- Describe a conflict you had with one of your colleagues in your last job.
- Describe a time when you struggled to communicate something to your boss, or to a customer. How did you manage to get your message over?
- Describe a situation when you reached a goal and tell us how you achieved it.
- How would you go above and beyond for the customer?
- Describe a time when you experienced a conflict of your personal and professional interests.

Source and answers: <https://interviewpenguin.com/business-process-outsourcing-interview/>