



InterviewPenguin.com

Your Best Job Interview Coach Since 2011

Phone Banker Interview Questions

1. Tell us about yourself, your education and experience.
2. Why did you apply for this job?
3. What do you think makes you a good candidate for phone banker position?
4. Give an example of you dealing with an irate customer and what you did to fix the problem.
5. Talk about your successful sales experience.
6. How do you imagine a typical day in work?
7. How do you feel about spending eight hours a day in front of a computer?
8. This job is repetitive. What would motivate you to do it well every day?
9. Is there a group of people you find it difficult to talk to?
10. How would you introduce yourself to the customer?
11. This is a random customer profile (interviewer shows you a sample profile of a bank customer of a bank, describing their age, occupation, marital status, and banking products they use at the moment). Which product would you offer them if they called you to process a routine transaction on their account?
12. What are your salary expectations?
13. After everything that has been said, do you have any questions?

Source and answers: <https://interviewpenguin.com/phone-banker-interview/>