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Customer Service Supervisor Interview Questions

1. Why do you want to work as a customer service supervisor?
2. Can you tell us something more about your previous working experience?
3. How do you imagine a typical day in work as a Customer Service Supervisor?
4. How do you plan to motivate the people in your team to work hard, to deliver an outstanding service to each customer?
5. It's Saturday morning, and two of your employees did not come to work. You try to call them but they do not reply. Customers starts entering the store. What will you do?
6. A customer complains loudly about a service they received from one of the employees. What will you do?
7. Tell us about a time when you demonstrated leadership in work.
8. How do you define an outstanding customer service?
9. What do you consider your biggest weakness as a manager or supervisor?
10. Describe the last conflict you had with one of your colleagues. What did you do to solve the conflict?
11. Why do you want to work as a supervisor here, and not in some other place?
12. Tell me one thing about yourself you wouldn't want me to know.
13. What do you want to accomplish as a supervisor here? What goals will you set for yourself in this job?
14. What are your salary expectations?
15. Do you have any questions?

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