



InterviewPenguin.com

Your Best Job Interview Coach Since 2011

Retail Sales Associate interview questions

1. Why do you want to work as a retail sales associate?
2. Why do you want to work in our retail store? Many other places hire sales associates?
3. How do you imagine your work in this store as a sales associate?
4. Describe your definition of an outstanding customer service.
5. Imagine that I am a customer looking at this item (a piece of clothes or jewelry, tennis racket, simply some item they sell in their store). Approach me and talk to me.
6. How do you feel about doing 12 hours long shifts? What about working on Sunday?
7. Do you have any experience with operating cash register?
8. A customer enters the store and complains that you gave them wrong change ten minutes ago. How will you react?
9. Imagine that a store is full of people, and you and your colleague are running from customer to customer, trying your best. But for some reason you do not notice one man, who tries to get your attention. Eventually he cannot stand it any longer and starts loudly complaining about a terrible customer service. What will you do in this situation?
10. It's morning, 9am, the store is opening and already a queue of people stands outside. But your colleague, the other sales associate, did not arrive to work, and you see that you'd struggle to handle the workload on your own. How will you react?
11. An older respectful lady buys an expensive perfume. Just as they leave the store with their purchase, they slip on the freshly swiped floor of the shopping mall, drop their bag, and the bottle of perfume breaks. What will you do, if anything?
12. Tell us about your most successful sales experience, and the least successful one.
13. Do you like to set goals for yourself in work. What goals will you set for yourself in this store?
14. How would you describe an ideal colleague?
15. What are your salary expectations?

Source & answers to the questions: <https://interviewpenguin.com/sales-associate-interview-questions/>