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## Call Center Interview Questions

### *Initial Interview*

#### **1. Tell me about yourself.**

Hi, my name is Renalyn Flores. You can call me Rena. I'm 21 years old. I'm a 1st year college undergraduate of BSIT. I'm the kind of person who is always eager to learn new things. I don't have any experience yet but I'm willing to learn and grow with your company. I'm a disciplined, reliable and multitasking person. I was a seller of fruits before when I was in Manila, and I love it when we have frequent customers and when they are recommending our store to their friends and relatives. It is my passion to deal with different types of customers and I believe that this is essential for a call center agent role.

#### **2. Why should we hire you?**

You should hire me because I'm a hardworking person and a fast learner. If you hire me, I will do my best to do a great job for this company.

#### **3. What was your most difficult situation and how did you tackle it?**

The most difficult situation that I was able to manage was when we had a lot of customers. Both in our store and online. As the one who is answering the inquiries of the customers. It is hard for me to reply to them all at once. That's why I sorted out all the messages that I received and sent apologies for the late deliveries and said to them that we'll deliver the goods as soon as possible.

#### **4. What is the word that best describes yourself?**

The word that best describes me is patience. I am the kind of person who's always willing to wait as I believe that good results take time to happen.

#### **5. What is your strength/weakness?**

My greatest strength is being persistent. I always put my focus on finishing a certain task that I've started. As I don't want to leave my tasks unfinished.

My weakness is being shy in public. I can't stand or speak in front of many people, but I would like to work this out to overcome this phobia of me.

#### **6. What is BPO/call center?**

I did research about a call center, and it is a place where agents handle calls from different customers and deliver a superb customer service experience. As a beginner, I

# Hindi Call Centre Interview Pdf

**Arturo Cuomo**



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