

Interview Questions

1) Tell me about a time when you had to work with a customer to understand their needs. What did you do?

During my employment at the American Apparel as the Sales Associate, I had to deal with a customer, who could not formulate her needs in a clear way. I needed to overcome the client's hesitation and uncertainty, understand her preferences, and offer an adequate variety of merchandize. I carefully observed the client's clothes and suggested a match in style, quality, and price. The client bought every item that I offered.

2) Have you ever had to go the extra mile to satisfy a customer?

While working at J & J Hardware Stores, I noticed that one customer was particularly valuable. He not only was a return customer with large monthly purchases, but we also acquired several important clients on his recommendation. I wanted to reward this customer for his loyalty. I reported the situation to my management and received an instruction to give him a special goodwill discount. The customer was so satisfied with the bonus that he increased the promotion activity. He additionally supplied about 15% of the store's client database.

3) Tell me about a time when you handled a difficult situation.

Once I had to change jobs during the hot season. My intention was not to get my current employer into trouble and to secure a very promising employment offer in the shortest time possible. I informed my management about the urgency of my situation and expressed readiness to go on with my responsibilities until they secured another sales associate. The new employee appeared quickly, and I received excellent recommendations from the company.

4) Have you ever felt overwhelmed? Tell me about that.

In the midst of a flu epidemic and holiday season, I happened to be one of the only two sales associates and cashiers in the store. The rest of the team were either sick or on a family

medical leave. My task was to handle the excessive workloads and not to reduce the quality of customer service. I braced myself with the sense of professional duty and loyalty. As a result of my hard work, the store received its standard holiday season revenue.

5) What are your biggest strength and your greatest weakness?

My biggest strength is my professional competency combined with honesty, independence, and diligence. Being a natural perfectionist makes me very self-critical. To minimize this weakness, I try to be less reflective about my work and more focused on immediate tasks.