

Sample Interview Questions for Customer Experience Representatives

What are the components/qualities of an exceptional customer experience?

How do you ensure that they are honored/practiced?

What process do you follow, or methodology do you use, to ensure the customer has a positive experience?

What process do you follow, or methodology do you use, to resolve customer conflict?

What are all the steps in resolving and completing a customer conflict?

What are the best ways, in your experience, to measure customer delight?

How often and when specifically should customer delight be measured?

How should customer experience representatives be compensated?

Scenarios:

- 1) A customer calls and is unhappy with the service the company has provided. What is the first thing you do? What do you do next?
- 2) A customer just doesn't seem to be willing to have a positive experience with the company, and you've tried all you can think of. What do you do next?
- 3) [What company-specific scenarios can you add here]?