

Sample Interview Questions

The following list is a sampling of interview questions you might be asked by a prospective employer.

Customer Service

- Tell me about a time you could not meet a customer's needs in a timely manner. What did you do?
- Describe a time when you asked for customer feedback and used it to improve service?
- Give me an example of a time when you were not able to meet a commitment to a customer (internal or external). What did you do?

Motivation

- Describe the process you use to set and achieve goals.
- Where do you see yourself in five or 10 years?
- What is the greatest risk you've taken in the last three years and what motivated you to take it?
- What would you do if you encountered an unmotivated co-worker on your project team?

Problem Solving

- Tell me about a time when you were able to identify a problem and resolve it before it became a major issue.
- Tell me about a time when you had a problem to solve with a group. What role did you play and what was the outcome?

Planning/organizing

- How do you schedule your time to accomplish tasks?
- What would you do if you did not have the resources you needed to complete a task or project?
- What is your experience in setting goals and objectives? Tell me about a time when you did this successfully.
- Describe a time when you had several critical tasks to complete and were running out of time. What did you do?

Leadership

- Tell me about a time when someone gave you constructive feedback. How did you respond? What did you do with the information?
- In the past, how have you inspired or energized an unmotivated individual or group? How did you do it and what was the result?

Managing people

- Tell me about a time when you were overwhelmed with your own tasks but still had to make yourself available to staff. How did you do it?
- Give me an example of a time when a subordinate made a serious mistake. What did you do?

Technical skills

- What have you done in the last year to upgrade or improve your skills?
- Give me an example of a technical problem you had to resolve. What was the problem, what action did you take, and what was the result?

- What were the two most valuable skills you learned in the last year and how did you apply them?

Attendance/Punctuality

- What do you do to ensure that you are on time for meetings and appointments?
- Tell me about a time when you were late for an important meeting. What did you do?
- Tell me about a time when you had to be absent from work. How did you arrange for the necessary coverage of your job?

Dependability

- Give me an example of a time when you had to go above and beyond to meet your project goal.
- Describe a situation in which you knew you would not be able to meet a deadline. What did you do?

What to Ask A Prospective Employer

Asking your prospective employer questions about the positions indicates your interest in the company and shows interest. Here are a few questions you might try asking:

- Why is the position open?
- What are the challenges facing the person in this position?
- When can I expect to hear from you again? / When do you plan to make a decision?
- What steps does the company usually take in hiring someone?
- Do you have materials I can read about the department, position, and/or company?