



State Farm Insurance One State Farm Plaza Bloomington, IL 61710

Screening Test/Interview Questions for Customer Service Representative (Remote) Position

Instructions: Please precede all your answers with the question you are answering. Use acronyms only after you've explained them. Use correct spelling and grammar.

Candidate's Name:

1. Are you currently employed?
2. Describe what customer service means to you
3. Tell me about a time when you turned an unhappy customer into a delighted customer.
4. How important do you think it is to work collaboratively with other customer service representatives and teams across a company?
5. How well do you work under high pressure/in high-stress situations?.
6. What do you do when you don't know how to help a customer?
7. Do you consider yourself a 'people person'? Why or why not?
8. What customer service tools do you have experience with?
9. What would you do if a frustrated customer complained about a widely known problem with the company's product?
10. What tactics do you use to calm upset customers?
11. Tell me about your experience working remotely.
12. How do you stay updated on the current industry trends as well as customer expectations?
13. Why should we choose you over other candidates?
14. We are hiring a customer service representative to manage customer queries and complaints. You will also be asked to process orders, modifications, and escalate complaints across a number of communication channels. To do well in this role you need to be able to remain calm when customers are frustrated and have experience working with computers. Can you handle all these duties effectively?

