

## competency | sample questions

Below is a selection of competency questions frequently used by employers during the interview process.

### team work

Can you describe a time when you were part of a team who co-operated to improve team performance?

What needed to be improved?

What did the team decide to do about it?

How was it implemented?

What did you personally do?

What was the result?

### customer service | can do attitude

Tell me about a time when you went beyond the expectations of a customer.

What service went beyond the initial request?

Why did you go beyond?

What was the outcome?

### communication | written

Tell me about the types of writing you have done. Can you give me specific examples?

How did you approach the task?

Tell me about its content and the audience that it was written for?

How was it received and what was the feedback?

### communication | verbal - on the telephone

Tell me about a time when you had to explain facts about a fairly complex service, or product, to a customer on the telephone.

What was the situation?

Walk me through the process you used

What kind of feedback did you get?

### communication | verbal - face to face

Can you describe a situation where you had to 'win' someone over - someone who wasn't being very responsive to you?

What was the situation?

Walk me through the process you used

How successful were you?

### communication | listening

Can you describe a situation where you had to deal with an angry customer?

What did you say?

What were the customer's objections?

How did you respond to these? What was the outcome?

### negotiation | sale

Can you tell me about a time that you negotiated a price for a contract? How did you meet both the clients and the company's needs?

What type of sale was involved?

Was satisfactory price the final hurdle in the sale?

Did you consider reducing your price? Why?

### **safety awareness**

Can you give me an example of a time when you noticed that a situation was unsafe

What did you do about this?

What happened as a result of your action?

### **sales | up selling**

Can you tell me about a time when you were able to up-sell something to an existing customer?

What did you say?

What were the customer's objections?

How did you respond to these?

What was the outcome?

### **sales | uncommitted customer**

Describe a situation when you ended up making good sales with a customer who started out initially being very uncommitted.

What techniques did you use?

What was the customer's response?

What was the final outcome?

How did you feel about that?

### **adaptability and flexibility**

Can you give me an example of when you have had to adjust quickly in response to changes made within an organisation?

What was the impact of the changes on you?

What did you do by way of 'adjusting' to them?

What was the result?

How did you feel about these changes?

### **prioritising**

Tell me about a situation where you had to deal with conflicting orders from different people.

What did you do?

What was the result of your actions?

What was the feedback from the people who gave you the orders?

### **attention to detail**

Give me a specific example of a time when you were working on something very important. How did you ensure that nothing was overlooked?

What steps did you take?

What was the result?

### **problem solving**

Can you give me a specific example of a time when you were give the task of finding out some information but you found it difficult?

What was the task?

What information did you have to find out?

Why was it difficult?

What did you do?

What was the outcome?