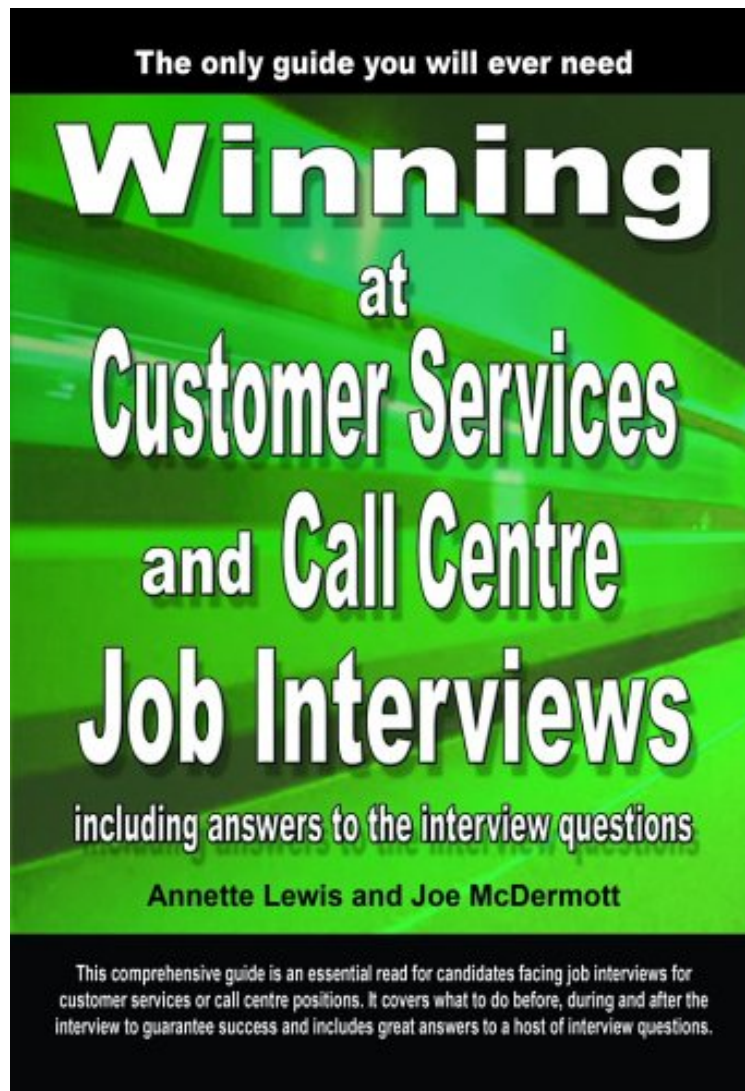


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Winning at Customer Services and Call Centre Job Interviews Including Answers to the Interview Questions

Annette Lewis, Joe McDermott

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Annette Lewis, Joe McDermott : Winning at Customer Services and Call Centre Job Interviews Including Answers to the Interview Questions before purchasing it in order to gage whether or not it would be worth my time, and all praised Winning at Customer Services and Call Centre Job Interviews Including Answers to the Interview Questions:

All the INFORMATION, all the SECRETS plus MODEL ANSWERS to 96 QUESTIONS asked at Customer Services and Call Centre Job Interviews. This comprehensive and intelligent guide has been written by top interviewers Annette Lewis and Joe Mc Dermott both of whom have extensive experience within the Customer Services and Call Centre sectors. They have recruited for a variety of positions from Customer Service Advisors up to Call Centre Managers and share the answers that win and those that lose. Included in this guide is an analysis of the skills required, the different jobs, the different types of interview along with model answers to 96 questions asked at Customer Services and Call Centre job interviews including COMPETENCY BASED and BEHAVIOURAL questions. Four actual job interview scripts as used by industry experts are included too making this an essential read for anyone serious about winning those top jobs offers.

From the Inside FlapFlexible working, attractive remuneration packages, a wide variety of opportunities working within a vast range of industries all go towards making Customer Services one of the most popular choices for many people looking for a long term career. Open any newspaper or search on the internet and you will come across thousands of jobs ranging from Call Centre Agents, Advisors, Supervisors, right up to Call Centre Managers and Heads of Customer Services. It is an attractive career option and it is a competitive one and this guide is designed to greatly improve your chances of success whether you are looking for your first job, moving up the career ladder or changing jobs into the Customer Services sector. We consider the job interview to be the most important part in the job search process. It really is make or break and could be the culmination of months of effort on your part. You may have spent time creating a powerful CV or Resume, researching a variety of companies, applying for a number of jobs and been through the agency or application process. Finally you have an invite to attend an interview and the last thing to do at this stage is make some small mistake which loses you the job and puts you back at square one. This guide has been written by senior managers, all of whom have extensive experience of the Customer Services and Call Centre industries. We have interviewed for a range of positions from entry level up to head of department in a variety of companies in Banking, Finance, Health, Entertainment, Sales, Manufacturing and Hospitality. We know what works and does not work in the interview room and having been interviewed many times ourselves, we know exactly how it feels from both sides of the desk. We have combined all our learning into this volume and provide all the essential information you will need to win in any job interview. About the AuthorAnnette Lewis is an experienced HR professional having worked for many years within the Customer Services and Banking Industries. She has most recently acted as recruiting manager with the Health Service where she was instrumental in introducing interviewing best practice procedures and in training managers and staff. She is currently pursuing a successful career as a job and lifestyle coach Joe McDermott is a qualified professional with almost 15 years experience and has held senior management positions in the US and Europe. He has managed teams of up to 150 people and is an experienced interviewer, job coach and career consultant.Excerpt. Reprinted by permission. All rights reserved.The secret to giving a great interview performance is to prepare properly and this is true no matter how experienced you are. It will help reduce any nervousness you may feel, it will let you step into the interviewers shoes and understand exactly what they are looking for when they ask you a question and very importantly it will help you answer the question, is this job and company right for me? Anticipating the questions you will be asked, practicing winning answers, following all the guidelines on what to do, how to act and what to wear are key to a successful outcome and in this guide we address all of these. We provide all the information you need, starting with an analysis of the Customer Services and Call Centre industries, the skills required and the types of jobs available. We discuss the theory behind job interviews, what the interviewer is looking for and the different format of interview you will encounter. We show you how to prepare properly, how to predict the questions and how to carry out a mock interview. We help you choose the right clothes and the right words to make a great first impression and we teach you the key actions required to keep you at the forefront of the interviewers mind when they are making their decision. The interview is a two way dialogue and we teach you how to answer any interview question, what to say and not to say to convince the interviewer you are the right person for the job. We provide model answers to 96 questions asked at Customer Services and Call Centre job interviews including competency and behavioural questions and questions specific to the common jobs found in Customer Services. Rather than repeating these answers word for word however, we recommend that you use them as a guide to help in formulating your own replies in your own words. By doing so, you will come across much more smoothly and naturally. We have included four interview scripts, one each for a Customer Services Advisor role, Call Centre Agent, Customer Care Team Leader and Head of Customer Services. These have been used in actual interviews and are perfect for use in a mock interview.