

Customer Support

This interview guide is intended to be used in conjunction with the Vervoe skills assessment. Where a candidate has scored Low - Medium on a skill, focus on asking more questions from that skill to gain deeper insight into their level of competency.

Assessment Score	HIGH MEDIUM LOW
Assessment Skills	Customer Service, Solutions-Focused, Communication Patience,

Competency/Skill	Candidate with this will display
Customer Service	<ul style="list-style-type: none"> Provides each customer with high level of service and maintains positive in every interaction Understands the importance of positive customer experiences to the overall success of the business Enjoys speaking with a variety of people in their daily duties
Questions	
	What do you think success would look like in this role?
	Describe a time where you received poor customer support. Why was it so memorable and what would you do differently?
	If you received feedback from a customer, what would it say?
Comments	

Competency/Skill	Candidate with this will display
Patience	<ul style="list-style-type: none"> Remains calm and collected in high pressure situations Displays positivity and patience with customers who can otherwise be frustrating Focuses on resolving issues in a timely manner without jeopardising quality of work
Questions	
	How would you diffuse an angry customer?
	Tell me about a situation where you have remained calm when the other person was angry or agitated. How did this situation resolve itself?
	Describe a time where your patience was tested in a previous role. How did you manage this situation?
Comments	

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Competency/Skill	Candidate with this will display
Solutions Focused	<ul style="list-style-type: none">• Constantly looking for solutions to problems even if they aren't immediately obvious• Thinks outside of the box when managing problems
Questions	
	Describe a time where you solved a problem when the solution wasn't initially obvious to you.
	What is the most creative solution you have implemented that has solved a problem?
	Describe a time where you set and achieved a goal, even in the face of adversity.
Comments	

Competency/Skill	Candidate with this will display
Communication	<ul style="list-style-type: none">• Clear and concise communication written and verbally• Clearly articulates so customers from various backgrounds understands messaging through phone conversations• Is thorough and detailed in communication to mitigate risk of misunderstanding
Questions	
	Can you tell me about a time where your message was misunderstood? Why was it misunderstood?
	What is your preferred method of communication? Would this change depending on who you were communicating with or the message you were trying to convey?
	Choose a common process and describe it step by step to me. It could be making a coffee, making toast.. Anything.
Comments	

