

# Job Application Questionnaire: Customer Service

This **job application questionnaire** is designed to assess candidates' skills and suitability for customer service roles. It includes questions focused on communication, problem-solving, and customer interaction experience. Completing this questionnaire helps identify top talent for delivering exceptional service.

## Applicant Information

Full Name:

Email Address:

Phone Number:

## Questionnaire

1. Describe a time when you had to communicate complex information to a customer. How did you ensure they understood?

2. Tell us about a challenging customer problem you solved. What steps did you take?

3. How do you handle stressful situations or irate customers?

4. Give an example of how you have contributed to your team in a customer service environment.

5. What customer service tools or software are you familiar with?

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