



Outstanding Customer Service Interview Questions

Nominee Name:

Topaz Awards

Total Points Possible = 30

- 1) What products or services does your company provide to the rental housing industry? Please describe how they are beneficial. (5 Points) (Received _____)
- 2) Give us an example of your customer service and how you have gone out of your way to provide for a client. (5 Points) (Received _____)
- 3) How do you build relationships with clients? Give us an example of the types of relationships you have with someone in the apartment industry. (5 Points) (Received _____)
- 4) Give us an example of how you have dealt with a client that has decided not to use your services anymore. (5 Points) (Received _____)
- 5) What do you think are the most important attributes of successful companies? How do you rate your company in those areas? (5 Points) (Received _____)
- 6) How would you describe your company culture? What are the benefits to having this type of culture for your employees? For your clients? (5 Points) (Received _____)