



## Commonly Asked Interview Questions

Most of us make two mistakes when we are being questioned in an interview. First, we fail to listen to the question. We proceed to answer a question that was not asked or to give out a lot of superfluous information. Second, we attempt to answer questions without preparation. Not even the most skilled debater can answer questions off the cuff without damaging his or her chances of success. Bottom line: **BE PREPARED!**

1. Tell me about yourself.
2. What is your greatest strength?
3. What is your biggest weakness?
4. What are you looking for in a position?
5. What do you know about our company?
6. Why do you want to work for us?
7. Why do you want to work in this industry?
8. Why do you want sales?
9. What motivates you?
10. Why should we hire you? What sets you apart from others?
11. What qualities do you think a top sales representative possesses?
12. Why are you leaving your current company? Past companies?
13. Where else are you interviewing?
14. What is your biggest achievement?
15. What is your biggest failure? What did you learn from it?
16. Why did you select your college or university?
17. What motivated you to choose your major?
18. What are your goals over the next 3 years? 5 years? 10 years?
19. What do you see yourself doing in 5 years? What position do you see yourself in?
20. How much money do you want to make this year? 3 years? 5 years?
21. In your current or past positions, what features did you like the most? Least?
22. What would be your ideal job?
23. If you had your choice of companies, where would you go?
24. How do you define success?
25. What do you think it takes to be successful in our company?
26. How do you spend your spare time?
27. What books have you read recently?
28. Will you relocate? Does relocation bother you?

29. Do you have a problem with commuting to work?
30. How do you think those that know you describe you?
31. Give an example of a time you had a conflict with a co-worker and how you handled it.
32. Did you every work for a manager you didn't care for? What did you do about it?
33. Describe the relationship that should exist between a supervisor and sub-ordinates.
34. Give me a specific example of a time when you dealt with a disgruntled customer.
35. Tell me about an important goal you set for yourself in the past and how you achieved it.
36. Give me an example of a particular difficult time you had to be persuasive in order to get your ideas across.
37. Tell me about a time when you worked really hard for something over a period of time and did not get it?

## Situational Questions

### **RAPPORT BUILDING**

A demonstrated ability to establish and maintain positive working relationships with customers. An individual that communicates with others building trust and credibility.

#### **Initial Question:**

Please describe a time when you had to build rapport with a customer or co-worker in a particularly difficult situation.

#### **Follow-up Questions:**

Who was the customer or co-worker?

When did you do this?

Why was it particularly difficult for you?

What did you do to build rapport?

What were the results?

Can you tell me about a specific time that was important for you to build trust and credibility with another person? How did you do that?

#### **Follow-up Questions:**

Who was the person you needed to build trust and credibility with?

Why was that so important?

What did you do to attain that?

What was the outcome?

### **SALES APTITUDE/PERSUASIVENESS**

A demonstrated ability to persuade others to take action in a specific direction.

#### **Initial Question:**

Please give me an example of a particularly difficult time when you had to be persuasive in order to get your ideas across.

#### **Follow-up Questions:**

What was the situation?

Why was it difficult?

What were you trying to accomplish?

What specific steps did you take to be persuasive?

Please give me an example of a time when you were having difficulty closing a customer on your product or service.

#### **Follow-up Questions:**

Who was the customer?

When was this?

Why was it difficult?

What did you do to close the sale?

Did you make the sale?

### **PRO-ACTIVE/SELF-RELIANT**

A demonstrated ability to take action, being responsible for ones own success and failure. Take action to influence events and achieve specific goals. Demonstrates a willingness to originate actions.

#### **Initial Question:**

Please tell me about an important goal you set for yourself in the past and how you achieved it.

#### **Follow-up Questions:**

Why was the goal important to you?

What steps did you take to achieve it?

What obstacles did you encounter along the way?

How did you overcome them?

What was the result?

#### **Follow-up Questions:**

Did you initiate any new procedures or systems?

How did you go about getting them improved?

Are they still being used?

How did they increase your effectiveness?

## **RESILIENCE**

A demonstrated ability to stick with a goal or desired result when faced with rejection or opposition. Maintain a positive attitude and work through obstacles.

### **Initial Question:**

Tell me about a time when you worked really hard for something over a period of time and did not get it.

### **Follow-up Questions:**

What was your goal?

What effort did you put forth to get it?

What obstacles were in the way?

What obstacles get in your way of you doing your job at work? What do you do to overcome them?

### **Follow-up Questions:**

How do you handle the obstacles?

Have you suggested doing anything differently?

Do these obstacles still exist?

## **COMMUNICATION SKILLS**

A demonstrated ability to present information in a clear, concise, well organized fashion. The ability to listen for an individual's needs and desires and identify hidden objections.

### **Initial Question:**

Can you give me a specific example of a time when you dealt with a disgruntled customer?

### **Follow-up Questions:**

Who was the customer?

When did it happen?

What were the circumstances?

What was the result?

Tell me about a time when you had a conflict or disagreement with someone at work. How did you handle it?

### **Follow-up Questions:**

Who was the conflict with?

What was it in regard to?

How did you approach the person to resolve it?