

ING Financial Services uses behavioral questions like the following to screen candidates for customer service positions.

— Editor
Customer Service Newsletter
www.CustomerServiceGroup.com

Sample behavioral skills questions

ING Call Center applicants

Oral Communication

Tell me about a time in which you had to use your verbal skills in order to get a point across that was important to you.

What types of experiences have you had in dealing with irate customers? What specifically have you done to calm them down? Describe one incident.

Creativity

Tell me about a time when you had to be creative in solving a problem that came up at work.

Are you the type of person who likes to try new things or do you prefer to stay with a regular routine?

Coping

Customers frequently create a great deal of pressure. Tell me about a customer situation that you had that was particularly difficult and how you did or didn't overcome it.

You've heard the expression, "roll with the punches." Describe for me a time when you had to do that when dealing with a difficult person.

Team Building

Describe your most positive team experience. What made it so successful? What role did you play and how did you interact with other team members?

Decision Making and Problem Solving

You're assisting a customer who's taking a distribution from their account and they're in dire need of funds. Company policy does not allow for express mailing of checks and you know the customer won't get the check for at least 2 weeks. They need their check in 5 days. What would you do?