



# Winning at Customer Services and Call Centre Job Interviews Including Answers to the Interview Questions

*Annette Lewis, Joe McDermott*

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All the INFORMATION, all the SECRETS plus MODEL ANSWERS to 96 QUESTIONS asked at Customer Services and Call Centre Job Interviews. This comprehensive and intelligent guide has been written by top interviewers Annette Lewis and Joe Mc Dermott both of whom have extensive experience within the Customer Services and Call Centre sectors. They have recruited for a variety of positions from Customer Service Advisors up to Call Centre Managers and share the answers that win and those that lose. Included in this guide is an analysis of the skills required, the different jobs, the different types of interview along with model answers to 96 questions asked at Customer Services and Call Centre job interviews including COMPETENCY BASED and BEHAVIOURAL questions. Four actual job interview scripts as used by industry experts are included too making this an essential read for anyone serious about winning those top jobs offers.

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