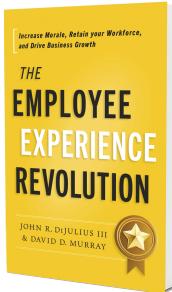


WEBINAR

Interviewing for Customer Service Rockstars

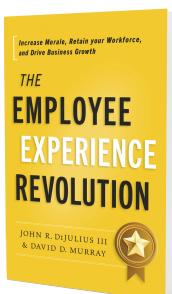
John Dijulius
Dave Murray



UPCOMING WEBINARS

- Thursday May 2 Interviewing for Customer Service Rockstars
- Thursday May 16 Creating a Recruitment Experience
- Thursday May 30 Creating an Onboarding Experience
- Thursday June 13 Creating an Employee Experience that retains them
- Thursday June 27 Tearing down Silos by Building Collaboration across Departments
- Thursday July 11 Building & developing Great Leaders
- Thursday July 25 Leaving a Leadership Legacy

John Dijulius
Dave Murray



Interview Questions Gauging a Candidate's Service Aptitude Potential

CUSTOMER SERVICE
REVOLUTION

SERVICE APTITUDE

A person's ability to recognize opportunities to meet and exceed a customer's expectations, regardless of the circumstances.

CUSTOMER SERVICE
REVOLUTION

The #1 thing CEO's get wrong with
Customer Experience

CUSTOMER SERVICE
REVOLUTION

SERVICE APTITUDE

Previous Life
Experiences

Previous Work
Experiences

Current Work
Experiences

CUSTOMER SERVICE
REVOLUTION

*It is NOT the employee's responsibility
to have high service aptitude, it is
the company's to give it to them.*

CUSTOMER SERVICE
REVOLUTION

*"To truly be a customer experience rockstar, your
employees must genuinely like and care about
others. Your hiring process must recognize those
who do and don't."*

THE
DIJULIUS GROUP

Your goal is to find candidates who are happy,
kind, caring, empathetic, friendly, positive,
optimistic, grateful, and genuinely like others.

CUSTOMER SERVICE
REVOLUTION

THE QUESTIONS WERE DESIGNED TO ELICIT RESPONSES THAT REVEAL THE CANDIDATE'S APPROACH TO:

- Customer Service,
- Problem-solving abilities and
- How they will interact with customers and teammates.

THE
DIJULIUS GROUP

"Hire for the Heart, Train for the Part"



***Throughout the interview measure
how often the candidate smiles,
appears happy, and shows
enthusiasm**

CUSTOMER SERVICE
REVOLUTION

ENGAGEMENT INDICATOR

of times during the interview

- Eye contact was made
- Ear to Ear (smiled)
- Enthusiasm was displayed
- Engaged interviewer naturally

CX
STRONG

DISCLAIMER

Please note that the interview questions provided herein are designed to assist with evaluating candidates' qualifications, skills, and experience in a manner consistent with fair hiring practices and compliant with federal, state, and local employment laws. This disclaimer is provided for guidance and does not constitute legal advice. Interviewers should consult with the Human Resources Department or legal counsel if in doubt about the appropriateness of an interview question or topic.



HAPPY/OPTIMISTIC

- How are you doing today?
- What is the best thing about people/customers?
- What is the worst about people/customers?
- What is something you love to do when you are not working?
- Do you think most customers who complain are legitimate?



GENUINELY LIKE OTHERS

- Think about some of your favorite people you have ever met, such as friends, family, colleagues, etc.
- What characteristics did they possess that made you like them so much?
- Would you rather work alone or collaborate with a team
- How demanding do you think customers are today?
- Are people getting better or worse?



FRIENDLY INDICATOR

"I can get a true sense of any place within seconds by observing the quantity and quality of the employees' smiles. My emotional antennae could pick up whether they were genuine or just a mask."

-Chip Conley

CUSTOMER SERVICE
REVOLUTION THE DIALEK GROUP

KIND & CARING

- When did you last make someone's day, and how did you do it?
- Follow-up question: How did it make you feel?
- After coming in contact with you, how do you want customers to feel emotionally?
- How do you want customers to describe their interaction with you?

 **DIJULIUS GROUP**
Customer Experience Experts

DESIRE TO BE GREAT AT CX

- On a scale of 1-10 (10 being the best), how would you rate yourself for delivering customer experience and why?
- Do you feel you need training on customer experience?
- What does customer experience mean to you?
- What do you know about our company's customer experience?
- This is our Customer Experience Action Statement and supporting three pillars...

 **THE DIJULIUS GROUP**



JOHN ROBERT'S SPA

Be the Best Experience in our Guest's Day

[Know More](#)

[Love More](#)

[Give More](#)

**CUSTOMER SERVICE
REVOLUTION**
THE DIALEK GROUP

EMPATHY

- Let's watch a video...

DAY IN THE LIFE OF OUR CUSTOMERS

JR Spa

<https://www.youtube.com/watch?v=erbjQ7VF4mU>

 **THE DIJULIUS GROUP**

EMPATHY

- Can you tell me a time when you showed empathy for a customer?
- If a customer overreacted to something minor, how would you handle it?

CURIOUS

- How would you get someone to like you during a conversation?
- What would you like to ask me (the interviewer)?

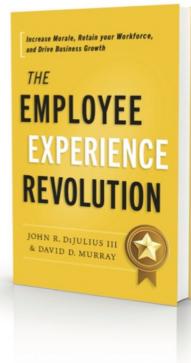
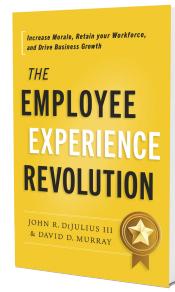


"Anybody who's on that front line who is ever going to interact with a customer needs to understand this awesome responsibility they have to be the one person representing the entire company at that moment, like the CEO of the moment."

-Shep Hyken



CHANGING THE WORLD BY CREATING A



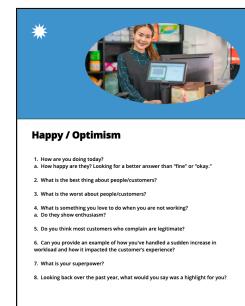
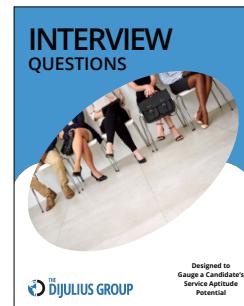
Pre-Order Now: The Employee Experience Revolution

Release date June 10, 2024

\$26.95



GAUGING A CANDIDATE'S SERVICE APTITUDE POTENTIAL



Happy / Optimism

1. How are you doing today?
a. How happy are they? Looking for a better answer than "Fine" or "Okay."
2. What is the best thing about people/customers?
3. What is the worse about people/customers?
a. Do they do something you love to do when you are not working?
4. Do they do something you don't like to do when you are not working?
5. Do you think most customers who complain are legitimate?
6. Can you provide an example of how you've handled a sudden increase in workload and how it impacted the customer's experience?
7. What is your superpower?
8. Looking back over the past year, what would you say was a highlight for you?

THE EMPLOYEE EXPERIENCE REVOLUTION

Q & A

Course Outline Includes:

- Creating a Recruitment Experience
- Creating an Onboarding Experience
- Creating an Employee Experience that Retains Them
- Tearing down Silos by Building Collaboration across Departments
- Presentation Skills/Storytelling
- Building and Developing Great Leaders
- Living an Extraordinary Life
- Implementation and Execution



EMPLOYEE EXPERIENCE EXECUTIVE ACADEMY

THE DIJULIUS GROUP

Register and learn to
Increase Morale,
Retain Your Workforce and
Drive Business Growth



Now Enrolling!

UPCOMING WEBINARS

THE EMPLOYEE EXPERIENCE REVOLUTION

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Q & A

