

Customer Support Executive interview checklist

Support hiring usually runs as an HR or recruiter screen, a communication and typing assessment, a mock call or chat role-play with a team leader, and a final round with the operations manager.

10 QUESTIONS TO PRACTISE OUT LOUD

1. A customer on chat writes in capital letters that their order is late and they want a refund now. How do you reply?

What it checks: Whether you can acknowledge emotion, take ownership and follow policy in writing, instead of copying a scripted apology or arguing.

2. Tell me about a time you turned around a call with a very upset customer.

What it checks: Real de-escalation skills: listening, empathy, ownership and a concrete fix, with a clear result for the customer.

3. This support role works in rotational shifts, including nights and weekends. Is that manageable for you?

What it checks: Whether you can commit to the shift pattern honestly, and have thought about travel, sleep and family arrangements.

4. What do metrics like first response time, average handle time, first contact resolution and CSAT tell your team leader?

What it checks: Whether you know the standard support metrics and understand that speed and quality must be balanced, not gamed.

5. Describe a time you made a mistake with a customer's request. How did you fix it?

What it checks: Honesty and ownership, and whether you correct errors quickly and inform the customer rather than hoping nobody notices.

6. How much do you expect to earn here, counting shift allowance and any CSAT-linked incentive?

What it checks: Whether you know the usual pay structure for support roles, including shift allowances and incentives, and can state a reasonable expectation.

7. How do you decide when a support ticket should be escalated, and what do you include when you escalate it?

What it checks: Judgement about your own authority limits, and whether your escalations give the next team everything they need without the customer repeating themselves.

8. Tell me about a time a customer asked for something outside policy. What did you say?

What it checks: Whether you can say no politely, explain the reason and offer what you can do, while knowing when to request an exception.

9. Why do you want to work in customer support for our company and not in sales or another back-office role?

What it checks: Genuine motivation for support work, and whether you have some real knowledge of the company's products and customers.

10. Write out, in words, how you would structure an email reply to a customer who was charged twice.

What it checks: Written communication: a clear subject, empathy, facts, next steps and a timeline, in simple language a customer can follow.

TIPS FOR THIS INTERVIEW

- Practise a mock call out loud with a friend playing an angry customer, and focus on opening with empathy, summarising the issue and ending with a clear next step.
- Take two or three online typing tests before the interview and know your real speed and accuracy, because many companies test it on the spot.
- Read the company's help pages and app store reviews, and note the most common customer complaints so you can discuss how you would handle them.
- Learn the basic support metrics, such as first response time, handle time, first contact resolution and CSAT, and how they affect each other.

THE DAY BEFORE

- ☐ Confirm the time, venue or video link and the interviewer's name
- ☐ Plan your route and leave time for traffic, or test your camera, microphone and internet
- ☐ Keep copies of your resume, ID proof, certificates and photographs in a folder
- ☐ Iron your clothes and charge your phone and laptop
- ☐ Do one final run-through of your introduction, then stop and rest

ON THE DAY

- ☐ Arrive 15 minutes early, or log in 5–10 minutes early for a video call
- ☐ Greet everyone politely, including the receptionist or coordinator
- ☐ Listen to the full question, pause, then answer in a clear structure
- ☐ Take brief notes of names and key points
- ☐ Ask your prepared questions and confirm the next steps before you leave