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Your Hired - Call Centre Interview Tips by [Luke Smith](#)

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If you are thinking about working in a call centre, you're probably wondering what interview questions will be asked to you during the interview process.

It can be very daunting in an interview, so making sure you're prepared for the contact centre interview process is important.

As you are likely going to be call handling on a daily basis as this is a fundamental part in the job role, you need to make sure that you show your employer that you have relevant experience in call handling. They will probably ask you what experience you have. If you have not worked in a call centre before, this does not necessarily have to be a problem. You may be able to say that your past work placement had regular telephone calls which needed to be answered by you. You need to make sure that you come across as confident, because this is something which you need to be when you're answering telephone calls in the contact centre itself.

Your interviewer might also ask how good you are on computers. Often, telephone calls will be recorded and you need to write notes whilst you speak, requiring good multi-tasking skills. You need to make sure that you show the staff at the contact centre you are able to do this with ease. Make sure that you explain when the call centre staff asks for all of your previous experience with working computers, just how competent you would be. Even if they don't specifically ask the question it would be a good idea to tell them a specific example of a time where you managed multiple tasks whilst on the phone.

Throughout the question process you need to make sure that you are polite, which is a very important trait in call centre staff. Politeness goes a long way and when you are speaking to business customers, who are very valuable, you need to make sure that you present the right manners and the right tone in order to give a formal and professional feel. Make sure that throughout the interview, you speak in a relaxed way but not too informally. This would give the wrong impression to the interviewers.

Working at a contact centre can be a very rewarding job. Call handling can mean you speak to hundreds of people each and every day. All of these customers will have different enquiries and different moods, so you also need to show that you are flexible and can handle different call varieties.

Good luck in your interview.

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