

## **WRITTEN TEST**

We always recommend you to have a written test done for every candidate that you would like to Interview and fits your criteria. Depending upon what question you asked, it will help you in evaluating their writing skills, analytical and attention to detail skills, decision making skills, honesty, temperament, commitment, articulation skills etc. Following questions we typically ask during the Interview. You can ask your own questions that's suitable for your profile.

1. What made you pursue this career Path? What's the story behind it ?
2. What have been key challenges that you have faced in your personal/professional journey so far?
3. Have you admitted mistakes in the past ? Would you mind sharing a little story around that ?
4. Any failure in your career that you would like to share ? And how did you deal with it ?
5. Any highlights/achievements that you would like to share ? And how did it get through?
6. What has been the most stressful situation you have ever found yourself in at work? How did you handle it? What have you done in the past to prevent a situation from becoming too stressful for you or your colleagues to handle?
7. Tell me about a time when you had to analyze information and make a recommendation. What kind of thought process did you go through? Was the recommendation accepted? If not, why?
8. Tell me about a situation where you had to solve a difficult problem. What did you do? What was the outcome? What do you wish you had done differently?
9. Tell me what customer success means to you? Give an example of a time you went well out of your way to ensure a customer received the best possible service from you and organization ?
10. Have you made successful speeches and presentations? Tell me a little bit about that?
11. When have you chosen to communicate a particular message in person as opposed to via email even though the email channel would have been a lot faster?
12. When have you brought an innovative idea into your team? How was it received?
13. What is the most difficult decision you've ever had to make at work? How did you arrive at your decision? What was the result?
14. Give an example of when you had to work with someone who was difficult to get along with. How/why was this person difficult? How did you handle it? How did the relationship progress?
15. What's the business model of myCPE or Entigrity?
16. Any recommendations/suggestions that you would like to give us.
17. Things that you would like to share about you ?