**What would you do to ensure you gave excellent customer service to all our customers?**

Your answer to this question demonstrates that you recognise how important it is to keep customers satisfied in any business:

* Give actual past work-related examples wherever possible.
* Explain what you did in a previous role which resulted in satisfied customers.

**What would you say are the main responsibilities in this role?**

List the main duties of the job. When you respond, be sure to relate our experience to the responsibilities of the job you are being interviewed for. This shows you are clear about the role involves and how you would be able to perform it.

**Why do you want this job?**

Your answer should reinforce why you are such a good fit for the job and then convey your enthusiasm for the role e.g.

* Good match between your skills and their requirements
* Interested in the product/market/sector
* Company’s excellent reputation, exciting challenge etc.
* It isn’t very complimentary to say (even if it’s true) that you just need a job, or you want it because it’s local!