

# Common Teleperformance Interview Questions for Fresher

## 1. Can you tell us about yourself?

This is one of the first questions in almost any interview. Since you're a fresher, focus on your educational background, skills, and enthusiasm for the role.

**Example answer:** "I recently completed my [degree] from [university/college]. During my studies, I developed strong communication and problem-solving skills, which I believe are essential for a customer service role. I am eager to learn, adapt quickly, and work well in a team. I'm excited about the opportunity to start my career at Teleperformance and contribute to its customer-focused approach."

## 2. Why do you want to work at Teleperformance?

Employers want to know you're interested in the company, not just looking for any job.

**Example answer:** "I am excited to start my career in customer service, and Teleperformance is known for its excellent training programs and career growth opportunities. I admire how the company focuses on employee development and customer satisfaction. Working here will allow me to learn from the best and grow professionally."

## 3. How would you handle an angry customer?

Customer service roles require handling difficult situations calmly. The interviewer wants insight into your problem-solving and conflict-resolution skills.

**Example answer:** "Even though I haven't worked in customer service before, I understand that handling angry customers requires patience and empathy. I would listen carefully to their concerns, acknowledge their frustration, and remain calm while offering a solution. If I couldn't resolve the issue, I would escalate it to a supervisor while ensuring the customer feels heard and valued."

## 4. Can you describe a time when you worked under pressure?

Employers want to see how well you handle stress, even as a fresher.

**Example answer:** "During my college years, I had to balance multiple assignments and exams within tight deadlines. To manage the pressure, I created a structured schedule, prioritized tasks, and stayed focused. This experience taught me how to handle stress effectively, which I believe will help me in a fast-paced customer service environment."

## 5. How do you ensure good customer service?

This question gauges your understanding of what makes customer service excellent.

**Example answer:** "Good customer service means listening actively, being patient, and providing accurate information. Even though I'm new to the industry, I believe that treating customers with respect and solving their problems efficiently leads to a great experience. I am eager to learn more about Teleperformance's customer service practices and apply them effectively."

## 6. What do you know about Teleperformance?

This is where your research on the company comes in handy.

**Example answer:** "Teleperformance is a global leader in outsourcing solutions, specializing in customer service, technical support, and digital solutions. The company operates in multiple countries and serves industries such as telecommunications, healthcare, and finance. I admire its focus on innovation, employee training, and providing exceptional customer experiences."

## 7. How do you handle constructive criticism?

Employers want to know if you are open to feedback and willing to improve.

**Example answer:** "I believe constructive criticism is an opportunity to improve. In college, my professor once pointed out that I needed to improve my presentation skills. I took the feedback positively, practiced regularly, and became more confident in public speaking. I am always open to learning and growing, and I welcome feedback to enhance my performance."

## 8. What would you do if a customer refuses to follow your instructions?

This question assesses your problem-solving and persuasion skills.

**Example answer:** "I would first try to understand why the customer is hesitant. If they were unsure, I would calmly explain the importance of following the instructions and how it benefits them. If they still refuse, I would explore alternative solutions or, if needed, escalate the issue to a supervisor while ensuring professionalism."

## 9. How do you stay motivated in a repetitive job?

Customer service roles can be routine, so hiring managers want to see how you stay engaged.

**Example answer:** "I stay motivated by focusing on personal growth and continuous learning. I believe every customer interaction is an opportunity to improve my communication and problem-solving skills. Setting personal performance goals and maintaining a positive attitude also helps keep me engaged."

10. What would you do if you made a mistake while assisting a customer?

This question tests accountability and problem-solving skills.

**Example answer:** "If I made a mistake, I would acknowledge it and take immediate steps to correct it. I'd apologize to the customer if necessary and provide the correct information or solution. If further action was required, I would inform my supervisor to ensure the best resolution. Learning from mistakes is important, and I always strive to improve my skills."