

Common Genpact Customer Service Interview Questions

1. Why do you want to work in customer service at Genpact?

This is your chance to show your passion for helping others and your interest in the company. Your answer should reflect both your personality and your understanding of Genpact's work culture.

Sample Answer: "I enjoy interacting with people and solving problems. I believe customer service is all about building connections and creating positive experiences. Genpact's reputation for excellence and its focus on professional growth really appeal to me. I'd love to be part of that environment."

2. How do you handle a difficult customer?

Customer service involves handling complaints and frustrated customers. Interviewers want to know if you can stay cool under pressure.

Tip: Use the STAR method here—Situation, Task, Action, Result—to structure your answer.

Sample Answer: "Once, a customer was upset because their order hadn't arrived on time. I listened to their concerns without interrupting, apologized sincerely, and immediately checked the tracking status. I gave them a realistic delivery estimate and offered a discount on their next purchase. By the end of the call, they thanked me for my help. I always aim to turn a negative experience into a positive one."

3. What does great customer service mean to you?

Let your personality shine through while keeping your answer focused on customer satisfaction.

Sample Answer: "Great customer service means understanding the customer's needs, responding quickly, and going the extra mile to ensure

their happiness. It's not just about solving problems—it's about making people feel heard and valued."

4. Describe a time when you worked in a team.

Although customer service often involves one-on-one interactions, teamwork plays a big role. This question helps interviewers see how well you collaborate.

Sample Answer: "In my previous job, we had a huge influx of calls during the holiday season. Our team decided to split responsibilities and rotate breaks to ensure we stayed fresh and effective. We leaned on each other and communicated constantly. It made a big difference in our performance and customer feedback."

5. How Do You Handle a High Volume of Customer Queries in a Short Period?

In customer service, efficiency is key. The interviewer wants to know how you manage time and maintain quality.

Sample Answer:

"I prioritize urgent issues while ensuring all customers receive timely responses. I use active listening to quickly understand concerns and provide effective solutions. If necessary, I also utilize knowledge base articles or templates for common queries to improve response time."

6. Tell Me About a Time You Turned an Unhappy Customer Into a Satisfied One.

This question assesses your ability to de-escalate situations and create positive customer experiences.

Sample Answer:

"A customer was upset due to a billing issue. I actively listened, apologized for the confusion, and thoroughly reviewed their account. I found an error and immediately corrected it, explaining the adjustment. By the end of the call, the customer thanked me for my patience and professionalism."

7. How do you handle stress or pressure at work?

Working in customer service can be stressful. Your answer should show that you can stay focused and solution-oriented under pressure.

Sample Answer: “I try to stay calm and take deep breaths when things get overwhelming. I prioritize tasks, stay organized, and take short breaks when needed. When I stay calm, I’m able to think clearly and support customers better—even during busy times.”