

# Win the Interview & Land the Job Offer

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## Career Services



WCTC

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### Common Interview Questions

#### How do you handle a challenge?

A long-term client was going to take his business to the competitor. I met with the client and was able to change how we handled the account on a day to day basis. And we were able to keep the business.

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#### Why did you decide to seek a position in this company?

I am convinced that there would be no better place to work than Accenture. You are the top consulting firm in the United States. You provide your employees with the tools they need to stay competitive and sharpen their skills while working in an open, team-based environment. I am also aware that you provide a mentor for all new employees, and I would embrace any opportunity to work with a mentor and eventually become one myself.

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#### Where do you see yourself in five years?

My goals include becoming a Certified Financial Advisor so I can obtain a better working knowledge of financial research analysis, which would allow me contribute to my client base as a better financial consultant since I would have that extra insight into the companies they are seeking to invest in. Also this is the foundation block to advancing my career to portfolio manager or even branch office manager.

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**Describe a specific problem you solved for your employer.**

**How did you approach the problem?**

**What was the outcome?**

When I was working as a receptionist at an apartment complex, a tenant argued that he had turned in his rent payment the day it was due. He stated that he had slipped it under the door because our office was closed for the day. I decided to consult my manager because I realized that maybe the office needed a sign that stated that we did not accept rent money that is slipped under the door. My boss agreed, and we posted the sign. We never again had a problem with tenants who claimed they had paid their rent that way.

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**How do you determine priorities in scheduling your time? Give examples.**

I took a time-management course in which I learned to prioritize all tasks on A, B, or C lists. I always try to tackle the A list first. In my working situation, co-workers have always complimented me on how well I manage my time... I've also learned that the average office worker spends about an hour a day handling e-mail. I make it a point not to deal with my e-mail more than once or twice a day and I filter my messages into folders so I can prioritize the way I deal with them.

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**Describe a situation you've encountered with a difficult customer.**

In my last job I dealt with customers at a retail store. One customer wanted to return an item she had obviously bought several years ago, which was against store policy. I talked to her calmly and explained our policies and encouraged her to shop and I would exchange the item, however, I could not give a refund. The customer picked out a new item and left satisfied.