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INTERVIEW TEST

Position: Customer Support

Time: 60 minutes

I.WRITING TEST: *(Answer each question in 3 to 5 sentences)*

1. Describe a difficult situation you recently encountered?
2. What is your approach when you encounter angry or frustrated customers?
3. Why do you think you would be a good fit for this position?
4. How many points would you rate your 4 English skills on 10-point scales? (Rate your each skill from 1-10 with proper examples backing your given rating.)

II.CASE STUDY:

1. A customer contacted us for his lost shipment to Canada and asked for a refund. As per our compensation policy, we could only offer a replacement (reprint), not a refund for the lost shipment the first time. However, this customer still insisted on a refund. Write a brief but standard email to convince the customer to accept a reprint. (Your email should be included in 3 parts: opening, body (resolution), and closing and showed your sympathy with the customer's issue.)
2. A customer purchased a T-shirt from us last year and just recently contacted us for the product fit issue and asked for an exchange. As per our policy, we will not be able to offer any compensation for those orders which elapsed during our 14-day claim window. Write a brief but standard email to explain our policy and inform us that we will be unable to offer further compensation for this issue. (Your email should be included in 3 parts: opening, body (resolution), and closing and showed your sympathy with the customer's issue.)