

- What types of teams have you been a part of? What was your role on the team?
- Tell me specifically which co-workers in your organization are your customers. What have you done specifically to improve the service you give these internal customers?
- Tell me about a time when a co-worker had a good idea and you agreed but no one else was willing to listen. How did you handle the situation and what was the outcome?
- Give a specific example of a time when you had to deal with an angry customer. What was the problem and what was the outcome? What was your role in diffusing the situation?
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6. Questions related to Veterans

- What challenges do you foresee as a new civilian employee?
- What people or resources were you responsible for in the military?
- Looking across your recent military work experience, what key knowledge, skills, abilities and experience would you say are most valuable?
- Tell me about a specific time when you suggested to improve the quality of the work done in your unit. Tell me about a specific time when you suggested to improve the efficiency of your unit.

SUBJECT	PERMISSIBLE INQUIRIES	NON-PERMISSIBLE INQUIRIES
Education	professional education and schools attended. Inquiry into language skills such as reading, speaking, and writing foreign languages.	
Experience	Inquiry into names and addresses of previous employers, dates of employment, reasons for leaving, and into other countries visited.	
General	Are there other factors that we have not discussed that would impact your decision to accept this position if offered?	

Address or
Duration of
Residence

length of current and previous addresses. Inquiry into how long applicant has been a resident of the state or city.

Specific inquiry into foreign addresses that would indicate national origin. Inquiry into names or relationship or persons