

Interview Expectations

Date: [Insert Date]

Dear [Candidate's Name],

Thank you for accepting our invitation to interview for the Customer Service position at [Company Name]. We are looking forward to meeting you on [Insert Interview Date] at [Insert Time]. Please find below some expectations and information to prepare you for the interview:

Interview Structure:

- Introduction and overview of the interview process.
- Discussion of your background and experiences related to customer service.
- Behavioral questions to assess your problem-solving and communication skills.
- Opportunity for you to ask questions about the role and the company.

Preparation Tips:

- Familiarize yourself with [Company Name] and our customer service values.
- Be ready to provide examples of past experiences that demonstrate your skills.
- Think about questions you may have regarding the role or our team.

Logistics:

Location: [Interview Location or specify if it's a virtual interview with details]

Duration: Approximately [Insert Duration] minutes.

If you have any questions or need to reschedule, please do not hesitate to contact us at [Contact Information]. We wish you the best of luck in your interview!

Sincerely,

[Your Name]

[Your Job Title]

[Company Name]

[Contact Information]