

# Interview Preparation

## THE VIRTUAL INTERVIEW

### ANSWER #13

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

1. **This is the best answer.** This answer clearly explains a situation and the action you took to resolve the situation.
2. Incorrect: This is unbelievable as anyone who has had a job has probably dealt with a difficult customer. If you really have never encountered this, then you need to think of a difficult situation in class, in the dorm or elsewhere during college.
3. Incorrect: This is a very aggressive answer and inappropriate.