



**THE HIRE TALENT**  
A TALENT ASSESSMENT COMPANY

# Interview Questions Sales Engineer

*Sell business goods or services, the selling of which requires a technical background equivalent to a baccalaureate degree in engineering.*

## Sales

- Based on your experience, what does a typical day as a sales engineer look like?
- How will you allocate your time between tending to existing customers, solving technical issues, and finding new clients?
- What's the most common reason that people give as the reason for declining the sale?
- Describe how you prepare for a sales call for a new client. What questions will you ask?
- Tell me about your most difficult sales experience.
- Tell me about your sales volume over the past three years. How have you influenced it?
- What do you do to nurture existing clients and establish customer loyalty?
- How do you get up-to-date information from customers and what do you do with it?
- How do you build a network of possible clients?

## Engineering

- Tell me a time you researched and designed a solution to meet a customer's requirements.
- What engineering software do you have experience with?
- Tell me a time you were able to solve a customer's technical problem after the sale/installation.

## Customer Service and Problem Solving

- Tell me about a time you had to deal with an unjustified complaint from a customer.
- What process do you use to calm an upset customer?
- Tell me a time when you successfully collaborated with various departments to provide exceptional customer service.
- Can you tell me about a time when you had an internal conflict regarding direction with a customer and how you ended up finding a solution?
- Tell me a time when the customer's priorities shifted and significantly changed your assignment.
- What would you do if a frustrated customer complained about a widely known problem with the company's product?

## Communication

- How do you disseminate information to other people? How do you decide what's important?
- Tell me a time you prepared and delivered a technical presentation that explained products or services to a prospective customer. What challenges did you have?

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“I feel as though I have a ready consultant on my shoulder ready to assist and discuss with me any difficult choices that result from the results of the testing. They have this area nailed, and I am very satisfied and content with the system.”

“All of the people I have hired since going through the FACT-based Hiring System have been my top performers. The system has greatly improved my team!”

“I love the performance management software! It allows me to keep track of all my hires and their metrics in one place! We have been able to push our hiring process faster than ever before!”

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