

About Mountain Warehouse- Ask the question with an asterisk, and choose one from the remainder

*What interests you in MW? What do you know about us?	
How will you familiarise yourself with the products we sell?	
Why do you think customers like to shop at MW?	
Who do you think are competitors for MW?	

Customer Service- Ask the questions with an asterisk, and choose one from each scenario

*Describe the perfect customer experience?	
Scenario A; A customer comes up to you, angrily demanding a refund for a faulty item. You cannot find a member of Management. What do you do?	
Scenario B; There is a long line of customers waiting for the till, which you are serving from. Tell me 3 actions that you might take?	