

SBI Customer Executive Interview

Top 20 Questions & Answers

Q: Tell me about yourself. **A:** I am a graduate with good communication and customer handling skills. I enjoy helping people and want to build my career in banking with SBI.

Q: Why do you want to join SBI?

A: SBI is India's most trusted bank. It focuses on customer service, integrity, and long-term growth.

Q: What do you know about SBI?

A: SBI is India's largest public sector bank established in 1955, offering banking, loans, and digital services like YONO.

Q: Why should we hire you?

A: I have strong communication skills, patience, and a customer-first attitude.

Q: What is customer service?

A: Customer service means understanding customer needs and resolving issues politely and efficiently. **Q:** How will you handle an angry customer?

A: I will listen calmly, apologize, and resolve the issue as per bank rules.

Q: If a problem is not resolved immediately?

A: I will inform the customer, take follow-up, and escalate if required.

Q: Your strengths?

A: Good communication, patience, quick learning, and positive attitude.

Q: Your weakness?

A: I focus too much on perfection, but I am learning time management.

Q: Comfortable with sales targets?

A: Yes, by explaining products honestly, targets can be achieved.

Q: Banking products you know?

A: Savings account, FD, RD, loans, ATM, debit/credit cards, UPI, net banking.

Q: Explain product to simple customer?

A: Using simple language and real-life examples.

Q: If customer is not listening?

A: I will stay calm and explain politely again.

Q: How do you handle pressure?

A: By staying organized and calm.

Q: Comfortable with daily customer interaction?

A: Yes, I enjoy interacting with people.

Q: What is KYC?

A: Know Your Customer. It prevents fraud and verifies identity.

Q: Multiple customers at same time?

A: I will prioritize urgent issues and manage waiting customers politely.

Q: Senior scolds you in front of customer?

A: I will remain calm and focus on resolving the issue.

Q: Where do you see yourself in 2–3 years?

A: As a skilled banking professional growing with SBI.

Q: Any questions for us?

A: Yes, about training and growth opportunities.

Final Interview Tips:

- Dress formal and neat
- Maintain eye contact and smile
- Speak confidently and politely
- Focus on customer satisfaction
- Stay positive throughout the interview

Best of luck
Future Bankers

