

Práctica para Speaking: Preguntas de entrevistas comunes utilizadas en English Score

(junto con sus respuestas modelo)

#1 Question: Tell me about a professional experience where you worked as a team to solve a challenge.

Sample Answer: In my previous role as a project manager, I led a diverse team to implement a new management system. We faced technical and communication challenges, but through close collaboration and effective distribution of tasks, we were able to implement the system on time and within budget, significantly improving the company's operational efficiency.

#2 Question: How do you handle stress in the work environment?

Sample response: To manage stress, I make sure I keep a good organization of my tasks and priorities. Also, I practice deep breathing techniques and meditation during short breaks to stay calm. I also find it helpful to talk with colleagues or superiors to share concerns and seek collaborative solutions.

#3 Question: Describe a situation in which you had to resolve a conflict with a dissatisfied customer.

Sample Answer: Once, while working as a customer service representative, I came across a dissatisfied customer due to a late delivery of his order. I listened carefully to his concerns, sincerely apologized, and assured him that we would resolve the issue immediately. Coordinated with the logistics team to expedite delivery and provided additional compensation to demonstrate our commitment to customer satisfaction. In the end, the customer was satisfied with the solution and continued to be a loyal customer.

*Remember that in interviews, it is important to **structure your answers in a clear and coherent way**. Use **concrete examples** and **highlight your relevant skills** and **experiences** to demonstrate your ability to communicate effectively in English. Practicing with sample questions like these **will help you improve your Speaking** capabilities to succeed at the English Score test!*
