

# Most Asked HR Questions at Amazon

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## 1) Why do you want to work at Amazon? / Why have you chosen Amazon?

This is one of the first standard questions you will be asked at the HR interview session. But most people don't have a great answer. We know that there is no right answer to this question, but the candidate must avoid general statements like "this is a great company." If you want to say that, it is okay, but first, you have a great explanation to prove your point.

Here, we are providing some standard answers according to different career perspectives. Following are some best possible answers:

### An Engineer answer:

I would like to work at Amazon because I think I can help the company open a new business opportunity in the area of home automation. (Here, you can specify the more specific niche exactly what you want to apply in home automation). Since the Alexa division is working on home automation, I can extend my Master's research project regarding home automation, smart meters and Big Data. [Here, it would be better if you explain your specific area of work and the idea you have in this area.]

### A Finance Manager's Answer:

I would like to work at Amazon because it is one of the leading global online retailing companies with 136 billion USD Net Sales and is 12th on the Fortune 500. It is a fast-growing company and a pioneer in the internet retail sector, which has doubled its sales in the past four years. This is a place I would like to work because I know I would have a chance to utilize my capabilities. [Here, you can specify the most challenging part of your previous job and something you know you will have to do in the new job.]

### A Sales Manager's or Product Manager's Answer:

I want to work for Amazon for the following reasons:

- The first and most important reason I want to work for Amazon is that I see the possibilities for creating and marketing products that have a huge impact on society. I have great experience in the consumer goods industry working in leadership roles in sales and marketing, so I can see that Amazon is a very interesting place to work where the product quality and the delivery speed is exceptional. They have a great chance of succeeding their competitors.

- I always enjoy diving deep and staying connected to details at work. I see Amazon is a very data-driven company, so I could use data if I worked there.
- In my previous FMCG organization, I have developed a passion and curiosity to learn and understand consumer behavior and creating marketing strategies to delight customers. It is really about putting yourself in the shoes of the consumer to win their trust and confidence. So I believe Amazon will provide me a great chance to apply my skills on a broad scale.

## **2) Do you know our CEO? How do you pronounce his name?**

This question is asked to check whether you have researched this company well or not. Generally, people know about tech giants like Amazon and their CEOs, but this question is asked to check how the candidate pronounces the name. The CEO of Amazon is Jeff Bezos since 1996. It is pronounced as "Bay-zohs," not "Bee-zos".

## **3) How would you solve problems if you were from Mars?**

This question is asked to check your creativity. The interviewer wants to see if you can think out-of-the-box. You can answer this fancy question interestingly, develop a creative solution to a customer problem, improve an internal process, or make a sale via an innovative strategy.

## **4) Tell the story of the last time you had to apologize to someone.**

This question is asked to check whether you admit your mistakes? Are you a team player? This is a very important clue that a recruiter wants to know. Most of us have made several mistakes, but pick one where you apologized and managed to the right the wrong successfully, and let that be the focus of your story. Never say you have not had to apologize yet. This shows your highhanded attitude.

## **5) What is the most difficult situation you have ever faced in your life? How did you handle it?**

By asking this question, the interviewer wants to know your inner views. Sometimes candidates open up and share their personal stories. This is a bad practice, indeed. You should stick to a professional anecdote and avoid sharing a personal story. Your positive attitude should be recognized during your narration. It tells the interviewer that you are resilient and willing to work around a problem. Seeing a project through on a tight budget, getting a project back on track when a deadline is missed, handling a difficult client, etc., are some situations you can talk about.

## **6) Who was your most difficult customer?**

By asking this question, the interviewer wants to know your previous experience of dealing with customers. Here, you can share your story where you managed to successfully solve a highhanded customer. It would be best if you emphasized how you stayed calm and diffused the situation.

## 7) How do you handle a missed deadline/productivity target?

This question is asked to check the candidate's honesty and the skill of presenting things. Here, you have to straight forward and tell the interviewer what he or she wants to hear. The interviewer doesn't want to hear about the details of the project you were working on. They don't care. They want to know why you missed the deadline and how you handled the repercussions.

You have to be very careful with the example you want to share. It would be best if you chose a relevant story with facts that allow you to present it positively. There is nothing good about missing a deadline, and if you try to justify it with any means, you will look foolish. To err is human. Everyone makes mistakes, and the interviewers also know this fact. So, you should accept your mistake and focus on explaining how you changed and learned from that mistake. People love honesty, and it is even more refreshing when employers hear that their employees are taking accountability for their mistakes and working to keep them from happening again.

The best practice is to be honest, and explain the situation. The STAR method is best for answering these behavioral interview questions. It can be explained as follows:

**ST-** situation or task

**A-** Action

**R-** Result

**The STAR method emphasizes the following things:**

- The situation of the issue or the task you were given.
- Describe the actions you took to resolve the situation or complete the task.
- Explain what you learned from the experience.

**Explain the Positive side:** In some cases, missing a deadline is not in the employee's control. If that is true of your situation, you can use it as your advantage and emphasize that the only reason it happened was because of an outdoor event. However, that is not always possible. In these types of cases, you must highlight the result or what you learned and how you improved.

If you are solely responsible for the deadline and have described the mistake you made, don't leave your interviewer with a negative image. Instead, make your answer work for you by ending your response with a very positive, clear message about what steps you took to improve and where you are on reaching your goals.

**Be Confident:** If the interviewer asks you to share a story about your failure, don't lose your focus and confidence. Remember, everyone has made small or big mistakes. Explain how you move on from that incident by learning something new.

**Example of a good sample answer:**

Once I was given a deadline to write an article for a client on a short turnaround time. I believed I could handle the article in addition to the workload I already had, but I miscalculated how long it would take me to write it. The morning the article was due, I realized I would not make it in time and contacted my boss to explain the situation. I apologized, explained what happened and asked for an extension, which he granted. I learned that I need to be honest with myself about the workload I can handle each day. I also learned that when accepting assignments, I need to include a time buffer to ensure that even if unforeseen events arise, I can meet my deadlines.

## **8) What would you do if you found out that your closest friend at work was stealing?**

This question is asked to check your loyalty towards the company as well as your friend. You should consider the nature of the offense before deciding how to proceed.

According to the question, your friend's act is unethical, so you should tell the company about your friend's act. You can give a chance to your friend and warn him earlier.

## **9) If your direct manager instructed you to do something you disagreed with, how would you handle it?**

By asking this question, your interviewer wants to know how you handle disagreement. This is also helpful to check your negotiation skills. You can explain your communicational flexibility and convey to the interviewer that you aren't averse to speaking up. You believe in communicating till you find a solution.

## **10) What would you do if you saw someone being unsafe at work?**

You can tell the interviewer that you have a duty of care to yourself and your colleagues. If you find these types of circumstances, you will warn the person that he is working can lead to an accident. If you know a safer way to do the job, you will suggest it. Otherwise, you will call your supervisor.