

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · APPOINTMENT SETTER

1	What experience do you have as an appointment setter?	1 2 3 4 5	
2	How would you prioritize tasks when managing multiple clients at once?	1 2 3 4 5	
3	How do you handle challenging customer interactions or conversations?	1 2 3 4 5	
4	Describe a successful outcome in a previous role where you made appointments.	1 2 3 4 5	
5	What strategies would you use to find potential customers for our business?	1 2 3 4 5	
6	What processes and tools do you use to improve productivity?	1 2 3 4 5	
7	How would you handle a situation where the customer has changed their mind about an appointment?	1 2 3 4 5	
8	Do you have any experience using different CRM systems?	1 2 3 4 5	
9	Are you comfortable with cold-calling potential customers?	1 2 3 4 5	
10	How do you motivate yourself in order to stay focused?	1 2 3 4 5	
11	What techniques do you use to boost customer engagement?	1 2 3 4 5	
12	How would you identify and target potential customers?	1 2 3 4 5	
13	What strategies have you used in the past to manage conflicting deadlines or appointments?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	12345	
Directional Fit A step forward, or backward, in their career?	12345	

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.