

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · BRANCH MANAGER

1	How would you go about managing branch staff members?	12345	
2	Describe the most successful strategy you've implemented to increase sales in your branch.	12345	
3	How do you handle customer complaints or inquiries?	12345	
4	Do you have any experience working with computerized systems and programs related to banking operations?	12345	
5	What processes do you use to ensure accuracy in branch operations?	12345	
6	How would you handle a situation where policies and procedures are not being followed in the branch?	12345	
7	Describe your experience developing, implementing, and monitoring effective training strategies for branch staff.	12345	
8	Do you have any experience with budgeting or forecasting for branches?	12345	
9	What techniques do you use to motivate and increase morale among branch personnel?	12345	
10	How do you go about developing an effective sales script for the branch staff?	12345	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	12345	
Prior Work Experience Skills or qualifications acquired through past work.	12345	
Qualifications / Experience The technical skills the position actually needs.	12345	
Problem Solving Abilities Demonstrated critical problem-solving.	12345	
Communication Team building and communication skills.	12345	
Organizational Fit Would this hire steer the organization the right way?	12345	

CRITERIA

SCORE (1-5) NOTES

Directional Fit

A step forward, or backward, in their career?

1 2 3 4 5

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.