avaHR

# Call Center Customer Service Representative Candidate Scorecard

Score every candidate against the same questions and criteria

| CANDIDATE | INTERVIEWER | DATE | STAGE |
|---|---|---|---|
| | | | |

## INTERVIEW QUESTIONS · CALL CENTER CUSTOMER SERVICE REPRESENTATIVE

| | | | |
|---|---|---|---|
| 1 | What customer service experience do you have? | 1 2 3 4 5 | |
| 2 | How do you handle difficult customers in a professional manner? | 1 2 3 4 5 | |
| 3 | How would you deal with an irate caller? | 1 2 3 4 5 | |
| 4 | Describe a time when your problem-solving skills were put to the test. | 1 2 3 4 5 | |
| 5 | What strategies do you use to ensure customer satisfaction? | 1 2 3 4 5 | |
| 6 | Have you ever had an instance where a customer was not satisfied with your answer and how did you handle it? | 1 2 3 4 5 | |
| 7 | How do you handle situations where customers are unsatisfied with their service? | 1 2 3 4 5 | |
| 8 | What methods have you used to ensure customer retention in the past? | 1 2 3 4 5 | |
| 9 | Describe a time when you successfully resolved a difficult customer issue. | 1 2 3 4 5 | |
| 10 | What strategies have you implemented to improve customer service standards? | 1 2 3 4 5 | |
| 11 | How do you maintain high levels of professionalism when dealing with challenging customers? | 1 2 3 4 5 | |
| 12 | What techniques do you use to build rapport and trust with customers? | 1 2 3 4 5 | |
| 13 | How do you stay up to date on the latest industry trends and developments in customer service? | 1 2 3 4 5 | |

## OVERALL ASSESSMENT

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

| CRITERIA | SCORE (1–5) | NOTES |
| --- | --- | --- |
| **Organizational Fit**<br>Would this hire steer the organization the right way? | ① ② ③ ④ ⑤ | |
| **Directional Fit**<br>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.