

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CALL CENTER REPRESENTATIVE

1	What experience do you have in a call center setting?	1 2 3 4 5	
2	Describe the most challenging situation you faced as a call center representative.	1 2 3 4 5	
3	Do you have any experience with sales and upselling strategies for customers?	1 2 3 4 5	
4	Are there any specific programs or software that are familiar to you from past roles?	1 2 3 4 5	
5	Have you ever encountered a difficult customer and how did you handle it?	1 2 3 4 5	
6	What strategies do you use to build rapport with customers?	1 2 3 4 5	
7	How would you approach resolving an escalated customer issue?	1 2 3 4 5	
8	Do you have any prior experience in multitasking between various calls and customer requests?	1 2 3 4 5	
9	How do you stay organized when handling multiple customer requests simultaneously?	1 2 3 4 5	
10	What would you do to ensure that customer expectations are met on each call?	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	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	
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.