

CANDIDATE	INTERVIEWER	DATE	STAGE
INTERVIEW QUESTIONS · CHIEF EXPERIENCE OFFICER			
1	Can you describe a time when you transformed a negative customer experience into a positive one?	1 2 3 4 5	
2	How do you prioritize customer feedback and integrate it into company strategies?	1 2 3 4 5	
3	What methods do you use to measure customer satisfaction and experience success?	1 2 3 4 5	
4	How do you foster a customer-centric culture within an organization?	1 2 3 4 5	
5	Can you provide an example of how you have used technology to enhance the customer experience?	1 2 3 4 5	
6	How do you handle cross-departmental collaboration to ensure a seamless customer experience?	1 2 3 4 5	
7	Describe a major customer experience challenge you have faced and how you overcame it.	1 2 3 4 5	
8	What strategies do you use to train and empower employees to deliver exceptional customer service?	1 2 3 4 5	
9	How do you stay informed about the latest trends and innovations in customer experience?	1 2 3 4 5	
10	What is your process for developing and implementing a customer experience strategy?	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?	<div>12345</div>	<div></div> <div></div> <div></div>
Directional Fit A step forward, or backward, in their career?	<div>12345</div>	<div></div> <div></div> <div></div>

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.