

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CLIENT RELATIONSHIP MANAGER

1	What experience do you have in customer service and client relationship management?	1 2 3 4 5	
2	Describe a successful project that you led as a Client Relationship Manager.	1 2 3 4 5	
3	How do you handle demanding clients or situations?	1 2 3 4 5	
4	How would you ensure the success of long-term projects with our clients?	1 2 3 4 5	
5	Tell us about your experience dealing with multiple stakeholders in a client relationship.	1 2 3 4 5	
6	What strategies do you use to foster strong relationships with your clients?	1 2 3 4 5	
7	What techniques do you use to identify and address potential issues before they arise?	1 2 3 4 5	
8	Describe a time when you had to manage competing demands from multiple clients.	1 2 3 4 5	
9	What processes have you implemented in the past to ensure client satisfaction?	1 2 3 4 5	
10	How do you measure success with your clients?	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	

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.