

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CLIENT SERVICES

1	What experience do you have in customer service?	12345	
2	How would you handle a difficult client situation?	12345	
3	Describe a time when you had to manage multiple clients at once.	12345	
4	How do you stay organized and prioritize tasks?	12345	
5	In what ways have you handled customer complaints successfully?	12345	
6	What strategies have you employed for successful client relationship management?	12345	
7	How do you handle the pressure of meeting tight deadlines?	12345	
8	Do you have experience using customer service software and tools?	12345	
9	What techniques do you use to ensure customer satisfaction?	12345	
10	Are there any methods you employ to track all the tasks involved in managing clients?	12345	
11	How comfortable are you with giving presentations to customers?	12345	
12	Can you provide examples of your initiative in resolving customer service issues?	12345	
13	What did you find most rewarding about working in a client services role?	12345	
14	Describe any projects or assignments that you have led related to client relations.	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	

CRITERIA	SCORE (1-5)	NOTES
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.