

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CLIENT SERVICING EXECUTIVE

1	What experience do you have in client servicing?	1 2 3 4 5	
2	What qualities do you possess that make you an effective Client Servicing Executive?	1 2 3 4 5	
3	How would you manage customer expectations in tense situations?	1 2 3 4 5	
4	How do you handle customer complaints and feedback?	1 2 3 4 5	
5	What processes have you implemented to ensure customer satisfaction?	1 2 3 4 5	
6	Describe your strategy for building relationships with customers.	1 2 3 4 5	
7	What strategies or techniques have you used to keep clients interested in the services or products offered by the organization?	1 2 3 4 5	
8	How do you use data and analytics to improve customer experience?	1 2 3 4 5	
9	What are your long-term goals for working as a Client Servicing Executive?	1 2 3 4 5	
10	What measures have you taken to constantly stay updated with trends and new technologies related to customer service?	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.