

CANDIDATE	INTERVIEWER	DATE	STAGE
INTERVIEW QUESTIONS · CUSTOMER EXPERIENCE SPECIALIST			
1	What experience do you have in providing excellent customer service?	1 2 3 4 5	
2	How do you handle difficult customer situations?	1 2 3 4 5	
3	What strategies do you use to ensure customers receive courteous and knowledgeable answers to their questions?	1 2 3 4 5	
4	Have you ever had to deal with an angry or dissatisfied customer, and how did you handle it?	1 2 3 4 5	
5	Are there any programs, processes, or tools that can help improve customer satisfaction and loyalty metrics?	1 2 3 4 5	
6	What do you believe it takes to be a successful Customer Experience Specialist?	1 2 3 4 5	
7	Do you have any tips or best practices for understanding customer needs and delivering better service?	1 2 3 4 5	
8	What makes a great customer experience, in your opinion?	1 2 3 4 5	
9	How do you handle feedback, both positive and negative, from customers?	1 2 3 4 5	
10	What techniques do you use to build and maintain relationships with customers?	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.