

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CUSTOMER SERVICE ASSOCIATE

1	What experience do you have in customer service?	12345	
2	What type of customers did you have the most contact with?	12345	
3	How would you handle a difficult customer complaint?	12345	
4	How do you deal with stress while working?	12345	
5	Describe a time when you went above and beyond for a customer.	12345	
6	Tell me about a time when you had to solve a complex problem.	12345	
7	What do you think is the key to providing excellent customer service?	12345	
8	What do you think separates great customer service from good customer service?	12345	
9	What are some of the most common customer complaints you have heard?	12345	
10	How do you deal with an angry customer?	12345	
11	What do you think is the best way to diffuse a tense situation?	12345	
12	How do you stay calm under pressure?	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	
Communication Team building and communication skills.	12345	
Organizational Fit Would this hire steer the organization the right way?	12345	

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.