avaHR

# Customer Service Manager Candidate Scorecard

Score every candidate against the same questions and criteria

| CANDIDATE | INTERVIEWER | DATE | STAGE |
|---|---|---|---|
| | | | |

## INTERVIEW QUESTIONS · CUSTOMER SERVICE MANAGER

| | | | |
|---|---|---|---|
| 1 | What is your experience with customer service? | 1 2 3 4 5 | |
| 2 | What made you want to pursue a career in customer service? | 1 2 3 4 5 | |
| 3 | How would you handle difficult or irate customers? | 1 2 3 4 5 | |
| 4 | Describe a time when you went above and beyond for a customer. | 1 2 3 4 5 | |
| 5 | What do you think are the necessary skills for a successful career in customer service? | 1 2 3 4 5 | |
| 6 | What do you think sets great customer service apart from good customer service? | 1 2 3 4 5 | |
| 7 | What are some of the challenges you face in your role as a Customer Service Manager? | 1 2 3 4 5 | |
| 8 | How do you work to overcome these challenges? | 1 2 3 4 5 | |
| 9 | What are your thoughts on the future of customer service? | 1 2 3 4 5 | |
| 10 | In your opinion, what is the most important thing businesses should keep in mind when it comes to providing excellent customer service? | 1 2 3 4 5 | |

## OVERALL ASSESSMENT

| CRITERIA | SCORE (1–5) | NOTES |
|---|---|---|
| **Educational Background**<br>Appropriate qualifications or training for the position. | 1 2 3 4 5 | |
| **Prior Work Experience**<br>Skills or qualifications acquired through past work. | 1 2 3 4 5 | |
| **Qualifications / Experience**<br>The technical skills the position actually needs. | 1 2 3 4 5 | |
| **Problem Solving Abilities**<br>Demonstrated critical problem-solving. | 1 2 3 4 5 | |
| **Communication**<br>Team building and communication skills. | 1 2 3 4 5 | |
| **Organizational Fit**<br>Would this hire steer the organization the right way? | 1 2 3 4 5 | |

| CRITERIA | SCORE (1–5) | NOTES |
| --- | --- | --- |
| **Directional Fit**<br>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.