

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CUSTOMER SERVICE REPRESENTATIVE

1	What motivates you to work as a customer service representative?	1 2 3 4 5	
2	Could you tell us about one situation when you were able to work things out with a demanding customer?	1 2 3 4 5	
3	How do you handle challenging situations and calm yourself when faced with unpleasant customers?	1 2 3 4 5	
4	What customer service tools have you used in the past?	1 2 3 4 5	
5	Would you describe yourself as a people person?	1 2 3 4 5	
6	What drew you to apply for this position?	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