

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CUSTOMER SERVICE SPECIALIST

1	What experience do you have in customer service?	1 2 3 4 5	
2	Can you tell me about a complex customer interaction and how did you handle it?	1 2 3 4 5	
3	How would you handle an angry customer?	1 2 3 4 5	
4	What do you consider to be the most important aspect of excellent customer service?	1 2 3 4 5	
5	In your past experiences, what techniques have worked best for solving complex customer issues?	1 2 3 4 5	
6	Describe a situation when your process improved the overall quality of the customers' experience.	1 2 3 4 5	
7	Are there any particular skills that make someone successful at providing excellent customer service?	1 2 3 4 5	
8	How would you ensure customers had a positive experience interacting with your company?	1 2 3 4 5	
9	In your opinion, what kind of customer service environment is most effective in providing excellent customer service?	1 2 3 4 5	
10	Describe a time when you turned an unhappy customer into a satisfied one.	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.