

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · CUSTOMER SUPPORT REPRESENTATIVE

1	How do you handle difficult customers?	1 2 3 4 5	
2	What strategies do you use to defuse conflicts and maintain customer satisfaction?	1 2 3 4 5	
3	Describe a time when your excellent problem-solving skills resolved an issue quickly.	1 2 3 4 5	
4	Have you ever successfully handled a complaint or dispute with a client/customer?	1 2 3 4 5	
5	How do you prioritize customer inquiries?	1 2 3 4 5	
6	Are you familiar with any of the software programs used for customer support?	1 2 3 4 5	
7	What techniques do you use to create a positive relationship with customers?	1 2 3 4 5	
8	How do you stay up to date with changes and advancements in customer service technology?	1 2 3 4 5	
9	What strategies do you use for responding to inquiries in a timely manner?	1 2 3 4 5	
10	Describe a time when you had to respond to an angry or frustrated customer.	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.