

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · ENGAGEMENT MANAGER

1	What experience do you have in engagement management?	12345	
2	How would you prioritize customer engagement initiatives?	12345	
3	What strategies have you employed to increase customer loyalty?	12345	
4	How do you plan, manage, and report on projects for clients?	12345	
5	Have you ever successfully managed complex stakeholder relationships?	12345	
6	Describe your approach to resolving client disputes.	12345	
7	What methods do you use to ensure high customer satisfaction levels?	12345	
8	How would you apply best practices in engagement management to our company's operations?	12345	
9	How have you adapted and innovated your approach to customer engagement over time?	12345	
10	How do you communicate effectively with teams of different sizes?	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	
Directional Fit A step forward, or backward, in their career?	12345	

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.