

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · FRONT DESK CLERK

1	Can you describe a situation where you had to handle a difficult or upset visitor or client at the front desk? How did you manage the situation?	1 2 3 4 5	
2	How do you prioritize tasks when managing multiple responsibilities at the front desk, such as answering phone calls, greeting visitors, and handling administrative duties?	1 2 3 4 5	
3	What strategies do you use to ensure the front desk area remains organized and presentable throughout the day?	1 2 3 4 5	
4	How do you handle confidential information, such as guest records or sensitive company data, when working at the front desk?	1 2 3 4 5	
5	Can you provide an example of a time when you had to collaborate with other departments or team members to resolve an issue or assist a guest?	1 2 3 4 5	
6	How do you stay calm and composed when faced with high-pressure situations, such as managing a busy lobby or handling urgent inquiries?	1 2 3 4 5	
7	What experience do you have with using office equipment such as multi-line phone systems, printers, and computers for tasks like scheduling appointments or updating records?	1 2 3 4 5	
8	How do you ensure accuracy when handling tasks like managing appointments or processing guest information at the front desk?	1 2 3 4 5	
9	Can you discuss a time when you went above and beyond to provide exceptional customer service to a guest or client?	1 2 3 4 5	
10	How do you stay updated on company policies and procedures relevant to your role as a front desk clerk, and how do you ensure compliance with these guidelines?	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	

CRITERIA	SCORE (1-5)	NOTES
Problem Solving Abilities Demonstrated critical problem-solving.	① ② ③ ④ ⑤	<div></div> <div></div> <div></div>
Communication Team building and communication skills.	① ② ③ ④ ⑤	<div></div> <div></div> <div></div>
Organizational Fit Would this hire steer the organization the right way?	① ② ③ ④ ⑤	<div></div> <div></div> <div></div>
Directional Fit A step forward, or backward, in their career?	① ② ③ ④ ⑤	<div></div> <div></div> <div></div>

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.