

| CANDIDATE | INTERVIEWER | DATE | STAGE |
|-----------|-------------|------|-------|
|-----------|-------------|------|-------|

INTERVIEW QUESTIONS · FRONT OFFICE ASSISTANT

|    |                                                                                                                                 |           |  |
|----|---------------------------------------------------------------------------------------------------------------------------------|-----------|--|
| 1  | How do you ensure a welcoming atmosphere at the front desk and handle inquiries from visitors or callers?                       | 1 2 3 4 5 |  |
| 2  | Can you share your experience in managing phone calls and directing them to the appropriate personnel?                          | 1 2 3 4 5 |  |
| 3  | How do you handle challenging situations or difficult interactions with visitors or clients at the front desk?                  | 1 2 3 4 5 |  |
| 4  | Describe your approach to scheduling appointments and managing the front-office calendar efficiently.                           | 1 2 3 4 5 |  |
| 5  | In what ways do you contribute to maintaining organized records and managing administrative tasks at the front desk?            | 1 2 3 4 5 |  |
| 6  | How do you handle multitasking and prioritize tasks during busy periods at the front desk?                                      | 1 2 3 4 5 |  |
| 7  | Can you provide examples of how you've contributed to creating a positive and professional image for an organization?           | 1 2 3 4 5 |  |
| 8  | What software or tools are you proficient in for managing front-office tasks, such as appointment scheduling or record-keeping? | 1 2 3 4 5 |  |
| 9  | How do you handle confidential information and maintain discretion in a front-office setting?                                   | 1 2 3 4 5 |  |
| 10 | Describe a situation where you had to resolve a challenging issue or complaint from a visitor or client at the front desk.      | 1 2 3 4 5 |  |

OVERALL ASSESSMENT

| CRITERIA                                                                                  | SCORE (1-5) | NOTES |
|-------------------------------------------------------------------------------------------|-------------|-------|
| <b>Educational Background</b><br>Appropriate qualifications or training for the position. | 1 2 3 4 5   |       |
| <b>Prior Work Experience</b><br>Skills or qualifications acquired through past work.      | 1 2 3 4 5   |       |
| <b>Qualifications / Experience</b><br>The technical skills the position actually needs.   | 1 2 3 4 5   |       |
| <b>Problem Solving Abilities</b><br>Demonstrated critical problem-solving.                | 1 2 3 4 5   |       |

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