

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · MORTGAGE LOAN OFFICER

1	What experience do you have working in the mortgage industry?	12345	
2	Are you familiar with current lending regulations and laws?	12345	
3	Have you ever had any issues or concerns raised about your work performance as a Mortgage Loan Officer?	12345	
4	Describe a time when you successfully closed a challenging loan.	12345	
5	Do you stay up to date on changes in the real estate market and interest rates?	12345	
6	How would you handle an unhappy customer who is having difficulty making payments on their loan?	12345	
7	What methods do you use to maintain a high level of customer service?	12345	
8	How do you handle competing priorities and deadlines?	12345	
9	What strategies have you implemented to ensure ethical and compliant mortgage practices?	12345	
10	How do you measure success as a Mortgage Loan Officer?	12345	
11	What techniques do you use to build client relationships?	12345	
12	What other measures have you taken to ensure the highest professional standards in mortgage loan origination and servicing?	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	

CRITERIA

SCORE (1-5) NOTES

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.