

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · REMOTE CUSTOMER SERVICE REPRESENTATIVE

1	What experience do you have in customer service?	1 2 3 4 5	
2	How familiar are you with customer service software/tools?	1 2 3 4 5	
3	In what ways do you ensure customer satisfaction and loyalty?	1 2 3 4 5	
4	How do you handle difficult customer interactions or complaints?	1 2 3 4 5	
5	Are there any unique challenges that come with working remotely, and how will you address those challenges?	1 2 3 4 5	
6	Describe a time when your technical skills helped resolve a problem for a customer.	1 2 3 4 5	
7	Describe how you would use empathy when dealing with an upset customer.	1 2 3 4 5	
8	Are there any technologies that are related to remote customer service that you are familiar with?	1 2 3 4 5	
9	What strategies have you implemented to increase customer satisfaction?	1 2 3 4 5	
10	How do you use feedback from customers to improve services?	1 2 3 4 5	
11	Are there any areas of customer service that you feel need improvement?	1 2 3 4 5	
12	Do you have experience with solving technical issues related to the products and services provided by your company?	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	

CRITERIA	SCORE (1-5)	NOTES
Organizational Fit Would this hire steer the organization the right way?	<div>12345</div>	<div></div> <div></div> <div></div>
Directional Fit A step forward, or backward, in their career?	<div>12345</div>	<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.