

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · SERVICE DELIVERY MANAGER

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Can you describe your experience in managing service delivery in previous roles? What were your responsibilities and achievements?

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How do you ensure that service delivery meets or exceeds customer expectations?

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How do you prioritize tasks and manage competing demands to ensure timely service delivery? Can you share a specific example of a challenging situation you've faced and how you resolved it?

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How do you approach building and maintaining relationships with clients and stakeholders to ensure effective communication and collaboration throughout the service delivery process?

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Can you discuss your experience in identifying and implementing process improvements to enhance service delivery efficiency and quality?

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How do you handle escalations and resolve conflicts with clients or team members while maintaining a positive working relationship?

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Can you explain your approach to performance monitoring and reporting in service delivery management? How do you track KPIs and use data to drive continuous improvement?

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How do you ensure that service delivery processes align with industry best practices and comply with relevant regulations or standards?

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Can you discuss a time when you successfully led a team through a major service delivery project or transition? What challenges did you face, and how did you overcome them?

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How do you stay updated on emerging trends and technologies in service delivery management? Can you provide an example of how you've applied new knowledge or skills to improve service delivery in a previous role?

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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	

CRITERIA	SCORE (1-5)	NOTES
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	
Organizational Fit Would this hire steer the organization the right way?	① ② ③ ④ ⑤	
Directional Fit A step forward, or backward, in their career?	① ② ③ ④ ⑤	

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.