Interview Question Sheet

Ask every candidate for this role the same core questions in the same order. You may ask follow-up probes to get a complete answer, but do not add new topics. Write down what the candidate actually said (situation, action, result) rather than your impression. Do not ask about age, family, health, religion, national origin, citizenship status beyond work authorization, or any other protected characteristic.

INTERVIEW DETAILS

Candidate name

Position

Requisition number

Interviewer

Date

Interview stage

☐ Phone screen ☐ First interview ☐ Panel ☐ Final interview

Competencies assigned to this interviewer

OPENING (ABOUT 5 MINUTES)

Script: "Thanks for making time, [Candidate Name]. I'm [Your Name], [Your Title]. Over the next [45] minutes I'll ask about your experience and some situations you might face in this role, then leave time for your questions. I'll be taking notes so I can give you a fair review."

Q1. Walk me through your current or most recent role. What does a typical day or shift look like?
Q2. What made you apply for this [Job Title] role?

OPENING NOTES

Q1 notes

Q2 notes

ROLE-SPECIFIC QUESTIONS (ABOUT 12 MINUTES)

Q3. [Skill question tied to competency 1, e.g. "Which systems have you used to log customer cases, and how did you keep notes accurate when the queue was busy?"]
Probe: How many per day? What happened when you got it wrong?

Q4. [Skill question tied to competency 2]
Probe: [follow-up]

Q5. [Knowledge or process question, e.g. "Talk me through how you would handle a refund request above your approval limit."]
Probe: Who would you involve, and what would you tell the customer while you wait?

ROLE-SPECIFIC NOTES

Q3 notes

Q4 notes

Q5 notes

BEHAVIORAL QUESTIONS (ABOUT 15 MINUTES)

Ask for a specific past example. If the answer is general ("I usually..."), ask: "Can you think of one particular time?" Listen for the situation, what the candidate personally did, and the result.

Q6. Tell me about a time you had to meet a deadline or target while something outside your control went wrong.
Probe: What did you do first? What was the result?

Q7. Describe a time you disagreed with a manager or coworker about how to do something. How did it play out?
Probe: What would you do differently?

Q8. Tell me about a mistake you made at work that someone else noticed. What happened next?
Probe: What did you change afterward?

Q9. [Behavioral question tied to a competency specific to this role]

BEHAVIORAL NOTES

Q6 notes (situation / action / result)

Q7 notes (situation / action / result)

Q8 notes (situation / action / result)

Q9 notes (situation / action / result)

SITUATIONAL QUESTIONS (ABOUT 8 MINUTES)

Q10. [Realistic scenario from the job, e.g. "It's 20 minutes before your shift ends. A customer calls with a billing problem that will take 30 minutes to fix. What do you do?"]

Q11. [Second scenario that tests judgment or priorities, e.g. "Two urgent requests come in at once from different managers. Walk me through how you decide."]

SITUATIONAL NOTES

Q10 notes

Q11 notes

LOGISTICS AND CLOSING (ABOUT 5 MINUTES)

Q12. This role works [schedule / shift / location requirements]. Are you able to work that schedule?
Q13. Are you legally authorized to work in [Country]? Will you now or in the future require sponsorship for employment visa status?
Q14. What questions do you have for me about the role or the team?

Closing script: "Thanks, [Candidate Name]. Next, [describe next step]. You can expect to hear from [Recruiter Name] by [Date]."

CLOSING NOTES

Schedule confirmed

☐ Yes ☐ No ☐ Partly: see notes

Work authorization confirmed

☐ Yes ☐ Needs sponsorship ☐ Not answered

Candidate's questions and how you answered

Anything you promised to follow up on

Interviewer signature

Date