



Growth Resources

Customer Service Manager Profile Structured Interview Questionnaire

| <i>Agreed-Upon Skills</i> | Candidate Score |
|--|----------------------------|
| WILLINGNESS TO SERVE ALL TYPES OF CUSTOMERS | |
| USES CUSTOMER CONTACT TO BUILD BUSINESS | |
| MAXIMIZES RESULTS BY PARTNERING AS A CUSTOMER ADVOCATE | |
| DRIVEN TO PRODUCE BY CREATING AN ENJOYABLE CUSTOMER EXPERIENCE | |
| DIRECTS AND CONTROLS OTHERS IN A BUSINESS UNIT | |
| TEACHING IN A STRUCTURED SETTING | |
| PRACTICAL INTELLIGENCE | |
| TOTAL | |

Applicant: _____

Date: _____

Interviewer: _____