HR Interviews: Questions You Should Have Asked!
INTERVIEWS... THEY'RE TRICKY!

Assessing a potential hire's candidacy within just a few interview rounds can be tricky business.

The resume is just a representation of the candidate’s professional experience. But what about the other aspects to selecting the right candidate - Like, will the candidate be a cultural fit?

Are there questions an HR manager could ask that could lay bare these qualities within a couple of interview rounds?

Here are a few you could ask during the interview that'd not just unlock a candidate’s technical expertise but also reveal the specific personality traits you are looking for!
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QUESTIONS FOR CULTURE

ABOUT THEIR OWN WORKING STYLE
Team fit is one of the most significant factors when assessing company culture. It defines if there will be nags and pulls during everyday work. It will also determine if the candidate seeks a long-term association with the company and how valuable an asset they can be.

1. Would you prefer to execute a project alone or as a part of a team? What is the advantage and disadvantage in each case?

2. What are the three expectations you have from your co-workers when working on a project?

3. When working with a team, what are the most likely roles you’ll play during project execution?

4. How do you generally tackle a situation where one member of the team is unable to fulfil their responsibility?

5. How do you respond to a situation where you are in disagreement with a senior who is leading your project?
6. How would your co-workers describe your working style?

7. Tell us about a project where things didn’t go as per plan. What did you do?

8. Will you put in extra hours on a weekend if required? What do you think of working after office hours?

9. Who was your worst boss? Why?

10. What do you know about working at our company?
QUESTIONS FOR CULTURE

ABOUT CUSTOMER SERVICE ORIENTATION
Customer service isn’t restricted to the role of customer service representatives. It extends to everyone in the company. How companies treat their customers will make or break their reputation. Here’s how you assess the customer service mindset of a prospective employee.

1. Tell us about a time when you went out of your way to delight a customer?
2. Tell us about a time when you had a bad customer service experience. What did you do about it?
3. Tell us about a time when you had a fantastic customer service experience.
4. How do you respond to an angry customer on the phone?
5. What will you do if the customer is wrong?
QUESTIONS...

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6. Imagine a situation where your product has malfunctioned? What will you do when you are wrong?

7. How will you change a bad rating on the app store into a good rating?

8. What will you do when you don’t know the answer to a customer’s question?

9. How do you measure success in customer service? What metrics are commonly measured?

10. Has there been a time when you have lost your cool with a customer?
QUESTIONS FOR CULTURE

ABOUT PASSION FOR THEIR JOB
QUESTIONS...

ABOUT THEIR PASSION FOR THE JOB

When people love what they do, they do it well and also inspire others to do better. Passionate employees are more vested in the company’s success. Here’s how you can assess a candidate’s attitude towards his work.

1. What are the top three attributes you look for in the company you want to work with?

2. In what type of work environment will you be able to give your best performance?

3. How do you stay up-to-date with what is happening in your industry?

4. Who are the people who you look up to in your industry and why? Which industry-related books have you read recently?

5. From a non-professional perspective, what are you truly passionate about?
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6. How have you helped a team member handle a challenge?

7. What is the one project that you think is the best achievement in your career?

8. If you were to start your own business, what would it be?

9. If we were to hire you, where do you see yourself in the next three years within the company?

10. If you had the opportunity to pick up a new skill, which one would it be?
QUESTIONS TO UNDERSTAND
DOMAIN EXPERTISE
QUESTIONS FOR FINANCE

1. If there was only one statement to analyse the financial health of a company, which one would it be?

2. How would you handle the budgeting process?

3. How will a company raise finance when the stock market is down?

QUESTIONS FOR ACCOUNTING

1. What is working capital? What is negative working capital?

2. Walk me through a cash flow statement

3. Why do capital expenditures increase assets (PP&E), while other cash outflows, like paying salary, taxes, etc., do not create any asset, and instead instantly create an expense on the income statement that reduces equity via retained earnings?
1. Walk me through how you’ll create a marketing campaign for a new product launch for us.

2. Which recent marketing campaign caught your attention? Why do you think it was effective?

3. Tell me about your personal brand and how you work to build it?

QUESTIONS FOR SALES

1. You have an excel sheet with 10000 leads. How will you assign them a lead score?

2. How will you generate and develop a sales pipeline for us?

3. Tell me about a time when you failed to meet your sales targets. What would you do differently today to change the outcome?
QUESTIONS FOR OPERATIONS

1. Tell me about a time when you successfully implemented a cost-cutting strategy.

2. How will you ensure smooth functioning if more than half the workforce is remote?

3. Which MIS tools are available in the market? Which one according to you can work for our company?

4. How will you ensure that employees feel connected and engaged with the company’s long-term vision and goals?

While some of these questions may sound clichéd, they are essential to evaluate how suitable a candidate is, not just for a particular job, but also for a particular organisation.

Hiring right is necessary not just to ensure that the company achieves its goals, but also to make sure that employees are doing what they love, and are where they want to be.

That’s how you keep them happy, engaged and productive!