

PRACTICAL SCREENING

Interview questions for recruiters

Screen beyond accent or fluency. Listen for clarity, structure, specificity, empathy, and follow-through.

1. Specific example

"Tell me about a time you helped someone solve a problem. What happened, what did you do, and what was the result?"

2. Customer moment

"A customer says they contacted us three times and nobody helped. What would you say?"

3. Process explanation

"Explain how you would help a new teammate learn a task during their first week."

4. Follow-up pressure test

"Can you give me one specific example?"

5. Written mini-screen

"Write a short customer update if the role includes chat, email, notes, or documentation."

Advance candidates who can answer, explain, empathize, and give a clear next step without heavy rescue.

The goal is not perfect English. The goal is usable communication for the role.

Question	What strong answers include	Watch for
1. Specific example	A real situation, the candidate's action, and a clear result.	Vague claims like "I always help customers."
2. Customer moment	Empathy plus action. Acknowledge the frustration and explain the next step.	Apologies with no action or blaming another team.
3. Process explanation	Simple structure, clear steps, and easy-to-follow language.	Rambling, jumping around, or assuming too much.
4. Follow-up pressure test	Whether the candidate can clarify, recover, and become more specific.	Staying vague even after a follow-up.
5. Written mini-screen	A clear, useful message with a brief apology, status, and next step.	Polite but unclear writing.

Use these follow-ups

"Can you give me one specific example?" "How would you explain that more simply?" "What would you say next?"

Remember

Do not screen only for accent. Do not confuse confidence with readiness. Advance candidates who can answer clearly, explain simply, empathize, and give a useful next step.