

# “TOP 50”

## INTERVIEW QUESTIONS

### CHIEF OPERATING OFFICER

1. Why did you choose to select operations as a career choice?
2. In you past several companies what departments reported to you?
3. What has been the largest number of direct reports that you have managed?
4. How would you best describe the role of operations in a direct selling company?
5. What KPI's do you use daily to monitor the performance of your department?
6. Have you been involved in writing a long-term strategic plan?
7. What new technologies have you implemented in the past several years?
8. How have you measured quality in your past several companies?
9. What has been your most exciting project in your career and what was your role?
10. How have you sold a new idea to the management team and why did they decide to move forward with your recommendation?

*For additional questions go to:* [www.DirectSalesExperts.com](http://www.DirectSalesExperts.com)



#### ABOUT DIRECT SALES EXPERTS INC.

Direct Sales Experts is a global Executive Search Firm that specializes in “Leadership Identification”. Their focus is the Direct Sales, Network Marketing, MLM, Party Plan and Social Selling channels. At Direct Sales Experts they have spent a lifetime building relationships with the channel's strongest leaders. By utilizing a network of 50,000 executives, their focus when working for you is to identify, interview, qualify and deliver quickly high performing proven leaders to help grow your business. Many of the world's leading Direct Sales Organizations seek advice and council on Executive Recruiting, leadership development and succession planning.



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Name of Candidate: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_ Interviewer: \_\_\_\_\_

## ANSWERS:

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
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## COMPANY PRIORITIES:

Check the Box Yes or No if the person fits in the organization and then rank 1-10 with 10 being a perfect fit.

	Fit Y/N	Ranking 1-10	Thoughts
Culture	_____	_____	_____
Leadership	_____	_____	_____
Skill Sets	_____	_____	_____
Articulation	_____	_____	_____
Team Player	_____	_____	_____
Management Style	_____	_____	_____
Attitude	_____	_____	_____
Enthusiasm	_____	_____	_____
Charisma	_____	_____	_____
Appearance	_____	_____	_____
Vision	_____	_____	_____
Mission	_____	_____	_____
Strategic Thinking	_____	_____	_____
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<b>TOTALS</b>	_____	_____	_____

**INTERVIEWER FINAL THOUGHTS:** \_\_\_\_\_  
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### CHIEF OPERATING OFFICER

11. What 3 words would best describe you?

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12. What is your Leadership and Management styles?

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13. How do you insure teamwork within the operations department?

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14. How have you incorporated the company culture in operations?

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15. What process do you use to hire operational staff?

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16. How would your last boss describe you?

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17. How have you resolved conflict with members of your staff?

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18. Have you ever started an operations department from scratch?

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19. Have you ever written a policies and procedures manual for the operations department?

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20. How many people have you hired in the last 12 months?

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- 11 \_\_\_\_\_
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21. How many people have you fired in the last 12 months?

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22. If a reorganization and downsizing needs to happen, how do you approach those challenges within your overall responsibilities?

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23. What would the first 30, 60, and 90 days look like if you joined the company?

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24. What did you dislike about your last job?

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25. Have you ever been responsible for building a new facility?

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26. What international experience have you had?

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27. What is your biggest strengths?

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28. What weaknesses are you currently working on?

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29. What trends are you seeing in direct sales that would impact operations?

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30. Have you had experience in setting up a pick and pack operation?

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**CRAIG A. FLEMING**  
FOUNDER AND CEO

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- 21 \_\_\_\_\_
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31. How have you streamlined the product returns process and what were the results?

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32. What attracts you to our company and this position?

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33. How do you stay up on the latest trends in operations as it relates to a direct sales company?

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34. What are the last 3 business books that you have read? What did you learn?

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35. What loss prevention measures have you implemented?

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36. How have you insured confidentiality within your staff as it relates to new product introductions?

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37. What do you like to do for fun?

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38. What is the largest group of people that you have spoken in front of?

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39. What type of change management experience have you had? Give an example.

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40. We need to immediately double our capacity to meet demand, describe your thought process and possible solutions?

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41. We need to reduce expenses by 30%, describe your thought process and possible solutions?
42. How would you address a theft problem within our manufacturing facility?
43. How have you worked with IT to better streamline operations?
44. What have been your biggest problems you have had that required HR?
45. Have you had to deal with any drug problems within your department and how did you deal with that?
46. Do you currently have a non-compete?
47. How have you measured the performance of vendors and what actions have you had to take to insure compliance to standards?
48. What has been your biggest challenge in your current role?
49. How soon would you be available to start?
50. What final questions or comments do you have for us?

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