

# “TOP 10”

## INTERVIEW QUESTIONS

### VICE PRESIDENT OF CUSTOMER SERVICE

Take about 20 minutes and walk us through your resume. Start from the beginning and walk us through each company, why you were hired, your responsibilities and accomplishments. After each company tells us why you left.

1. What role does Customer Service play in your current company?
2. Where does Customer Service fit in the organizational chart, and what are your thoughts around that?
3. What access do you currently have to the management team?
4. What members of the management team have you interacted with most? Why?
5. How would you describe Customer Service within a Direct Sales Organization?
6. How do you handle Customers and Distributors differently?
7. Have you helped to define the mission, vision, and values of your Customer Service Department?
8. What has been the largest number of employees you have supervised?
9. What 5 words would best describe your personality?
10. What KPI's have you used to track the performance of your team?

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



**CRAIG A. FLEMING**  
FOUNDER AND CEO

#### 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

3

4

5

6

7

8

9

10

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			
TOTALS			

INTERVIEWER FINAL THOUGHTS: \_\_\_\_\_

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