

Free template from Staffkin

Any role: Interview guide

General interview scorecard · Fillable form

Candidate

Date

Interviewer

Ask every candidate the same questions in the same order. Write down what they actually did, then score 1 to 5 using the guide under each question. Score what happened, not how confident they sounded.

Q1 RELIABILITY AND FOLLOW-THROUGH

Tell me about a time you committed to something at work and it became hard to follow through. What did you do?

Follow-up: What was the result, and what would you do the same next time?

1 Weak	Let it slide without telling anyone.
3 Solid	Followed through, but only after reminders or with a late heads-up.
5 Strong	Flagged the risk early, adjusted the plan, and delivered or arranged cover.

Score 1 2 3 4 5

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Q2 TEAMWORK

Tell me about a time you helped a coworker who was falling behind.

Follow-up: How did it affect your own work?

- | | |
|-----------------|---|
| 1 Weak | Never has, or sees it as not their job. |
| 3 Solid | Helped when asked. |
| 5 Strong | Noticed, offered help, and balanced it with their own work. |

Score 1 2 3 4 5

Q3 COMMUNICATION

Tell me about a time you had to explain something complicated to someone who was new to it.

Follow-up: How did you know they understood?

- | | |
|-----------------|---|
| 1 Weak | Can't explain clearly, even in the interview. |
| 3 Solid | Explained it but didn't check understanding. |
| 5 Strong | Used plain words or examples and checked they got it. |

Score 1 2 3 4 5

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Q4 PROBLEM SOLVING

Tell me about a problem at work that you solved without being told how.

Follow-up: How did you work out what was wrong?

- | | |
|-----------------|--|
| 1 Weak | Waited to be told what to do. |
| 3 Solid | Solved it with a common fix. |
| 5 Strong | Found the cause and fixed it so it stayed fixed. |

Score 1 2 3 4 5

Q5 CUSTOMER SERVICE

Tell me about a time a customer was upset with you or your business. What did you do?

Follow-up: How did the conversation end?

- | | |
|-----------------|--|
| 1 Weak | Argued, passed them off, or avoided the customer. |
| 3 Solid | Stayed polite and followed the rules, but the customer left unhappy. |
| 5 Strong | Listened, owned what they could, fixed it or offered a real option, and stayed calm. |

Score 1 2 3 4 5

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Q6 LEARNING AND COACHABILITY

Tell me about a time a manager gave you feedback on how to do something better.

Follow-up: What changed after that?

- | | |
|-----------------|--------------------------------------|
| 1 Weak | Can't recall any, or dismisses it. |
| 3 Solid | Accepted it. |
| 5 Strong | Applied it and can say what changed. |

Score 1 2 3 4 5

Q7 SAFETY AND CARE

Tell me about a time you noticed something unsafe at work. What did you do?

Follow-up: What happened after you reported it?

- | | |
|-----------------|---|
| 1 Weak | Ignored it, or has never noticed anything. |
| 3 Solid | Mentioned it to someone. |
| 5 Strong | Made it safe if they could, reported it, and followed up. |

Score 1 2 3 4 5

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Q8

ATTENTION TO DETAIL

Tell me about a time you caught a mistake before it caused a problem.

Follow-up: How did you spot it?

1 Weak	No example.
3 Solid	Caught one by chance.
5 Strong	Caught it because of a habit or check they always do.

Score	1	2	3	4	5
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Overall

Average score

Recommendation	Strong yes	Yes	Maybe	No
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Summary

Scores are entered by people on the hiring team. Staffkin never scores candidates automatically.