

INTERVIEW QUESTIONS

1. Tell me about yourself?
2. Tell me about your previous position/career?
3. What are your responsibilities?
4. What does your typical day look like?
5. What part of your job/role did you most enjoy? Least?
6. Why are you thinking of leaving your current job?
7. What is it about this field that interests you?
8. Describe an ideal job.
9. Please describe the best boss you have worked for? The worst?
10. What have you done in your career to make someone else successful?
11. What qualities should a great support person possess?
12. Tell me about the last time you were in an ethical dilemma?
13. Please describe mortgage fraud.
14. Have you ever been asked to do something you were uncomfortable with?
15. How would you describe the mortgage industry today compared to 5 years ago?
16. What irks you about people?
17. What irks people about you?
18. In your opinion, what's the hardest aspect of a sales person's job?
19. In your opinion, what's the easiest aspect of a sales person's job?
20. What annoys you about salespeople you have dealt with?
21. What is your definition of excellent customer service?
22. What is the best feedback you've received from a customer?

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23. Give me an example when customer service could have been better?
24. You're in the midst of a terrible call with a customer, what do you do?
25. What talents and strengths did you bring to your positions?
26. IS there a particular skill you'd like to develop?
27. What motivates and drives you?
28. What accomplishment or achievement are you most proud of?
29. Who do you look up to and why?
30. Why should we hire you?

Suggested job samples: Processor:

1. Evaluate alternate documentation for credit; ratios.
2. Review paystubs and bank statements for missing info
3. Telephone interview to screen for telephone skills
4. Pipeline review for current pipeline for prioritization skills
5. Tech review for experience using websites; processing, underwriting and pricing software
6. Use industry "lingo" to determine their knowledge:..DU; LP; findings; etc.

Suggested job samples for assistant:

1. Telephone interview for telephone skills
2. Email questions for email skills
3. Request they follow up with you on particular day for next for follow up skills
4. Track any receipt of thank you note/email/phone call for courtesy skills