Template: Interview Questions Bank (By Role Type)

Tailored Questions for Targeted Roles



Hiring the right talent is critical for small and medium businesses, where every role directly impacts productivity and growth. A structured interview process helps ensure fair evaluation, better hiring decisions, and consistency across candidates. When you dreamBIG, making disciplined hiring decisions ensures your team becomes a true driver of long-term business success.

This Interview Questions Bank is designed to support businesses across manufacturing, services, and trade sectors by providing role-based, practical interview questions that assess skills, attitude, and job readiness.

Purpose of the Interview Questions Bank

- Use this document to:
- Conduct structured and consistent interviews
- Assess both technical skills and behavioural fit
- Reduce bias and guesswork in hiring decisions
- Select candidates suited to real business requirements
- Interview Framework

For each role type, use a mix of:

- Skill-based questions
- Behavioural questions
- Situational or problem-solving questions

Role Type 1: Operations / Manufacturing Roles

Suitable for: Production staff, supervisors, technicians, machine operators

- Can you explain your experience with production or shop-floor operations?
- What quality or safety standards have you worked with?
- How do you handle equipment breakdowns or production delays?
- Describe a time you improved efficiency or reduced wastage.
- How do you ensure accuracy and consistency in repetitive tasks?

Role Type 2: Sales & Business Development Roles

Suitable for: Sales executives, business development managers, channel partners

- How do you approach finding and closing new customers?
- Describe a challenging sale and how you closed it.
- How do you handle objections or price resistance?
- What metrics do you track to measure sales performance?
- How do you maintain long-term client relationships?

Role Type 3: Service / Customer Support Roles

Suitable for: Customer service executives, relationship managers, support staff

- How do you handle difficult or dissatisfied customers?
- Can you share an example of resolving a customer issue successfully?
- How do you prioritise multiple customer requests?
- What does good customer service mean to you?
- How do you ensure follow-ups and closure?

Role Type 4: Accounts / Finance Roles

Suitable for: Accountants, billing executives, finance assistants

- What accounting software or tools have you used?
- How do you ensure accuracy in financial records?
- Describe your experience with GST, invoicing, or compliance.
- How do you manage deadlines during audits or filings?
- How do you handle discrepancies or errors?

Role Type 5: Admin / HR / Support Roles

Suitable for: Admin executives, HR coordinators, office managers

- How do you manage multiple tasks and priorities?
- What experience do you have with documentation and coordination?
- How do you handle confidential information?
- Describe a situation where you improved an internal process.
- How do you support team communication and coordination?

Role Type 6: Entry-Level / Freshers

Suitable for: Trainees, junior executives, first-time employees

- What interests you about this role and our business?
- How do you approach learning new skills?
- Describe a challenge you faced and how you handled it.
- How do you manage feedback or correction?
- What are your short-term learning goals?

Evaluation Tips for Interviewers

- Look for clarity of thought and practical understanding
- Probe with follow-up questions when needed
- Assess attitude, reliability, and willingness to learn
- Match candidate responses with actual job requirements

Using This Question Bank Effectively

This interview question bank is meant to be flexible. Interviewers may customise questions based on role seniority, industry, or business needs. Consistent use of structured questions helps small and medium businesses hire confidently and build reliable teams.

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