

CLIENT EXPERIENCE INTERVIEW

Sample Questions



Following are sample Client Experience interview question topics. Customer Follow Up, Inc. works with each client to develop questions tailored to what they need to know. Questions are crafted using various formats including rating scale, open-ended, and close-ended. Click here to view CFU's [Client Experience Action Plan Template.pdf](#)

Expertise & quality

- What rating would you give for the firm's technical competency?
- How effective is the firm in their problem solving?
- What rating would you give for the quality of the firm's services and deliverables?
- How does the firm rate for technical knowledge, product quality, and craftsmanship?
- If you've had questions or concerns, how effective was the firm's advice/solutions?

Project management

- How effective has the firm's communication been with you?
- If you've had challenges, questions, concerns, or problems regarding the firm's service, how responsive were they in addressing them?
- How well has the firm adhered to deadlines and milestones?
- How timely is the firm with change order submissions, billing, and schedule updates?
- Did the firm finish the project on, over, or under budget?
- What rating would you give for the effectiveness of your project manager/the firm's project management?
- What rating would you give for the effectiveness of your superintendent?
- At this point in the project, do you expect that the project goals will be met?
- How timely and effective was the firm in completing project close out?

Perceptions

- Are there any particular qualities of the firm that you view as strengths?
- How well do you think the firm understands your organization's business and project goals?
- What rating would you give for the value of the work you've received relative to the fees paid?
- How does the firm compare to the best firms with which you have worked?
- If you were to make the decision again, would you use the firm for this project?
- If you were in a position to do so, would you recommend the firm?
- Can you think of any area where the firm could improve?
- Do you perceive the firm as a leader among industry leaders?
- What other firm or firms do you consider to be industry leaders?