

**Candidate Name:**

**Leasing Consultant**

**1. What computer software do you have experience with?**

A: Do they have experience with Yardi, Yieldstar, Level 1, On-site, MS Office Suite, etc.

**2. Tell me about a time when you make a mistake at work. What did you do and what was the result?**

A: Can they admit to a mistake or missed deadline. Make sure you pause here and give them time to answer - everyone has made mistakes. Goes to self-awareness. Did they own the problem? Did they IMMEDIATELY tell their supervisor or cover it up? It is a red flag if they cant give a specific example and/or don't mention telling their supervisor.

**3. Tell me about your most current job or position. What are/were your major responsibilities/duties?**

A: Do the skill sets needed in their current job transfer over to leasing? Do they speak negatively about their previous job/employer--this could be a red flag.

**4. Why are you looking to make a job change?**

A: Why are they leaving? What was the cause? Could that cause be a potential problem for their relationship with Essex? If they are unemployed, why did they leave their last job?

**5. You have four stale units aged over 70 days: What would you do to move these units?**

A: Creativity, initiative, drive, think outside the box, do something or wait till supervisor gives direction.

**6. Walk me through a move out process and the SB90 law.**

A: What is their experience with this? Do they follow the appropriate steps?

**7. Give me an example of a time when you were able to successfully communicate with another person even when that individual may not have personally liked you (or vice versa). How did you handle the situation? What obstacles or difficulties did you face? How did you deal with them?**

A: Demonstrates ability to collaborate despite differences. If they avoid the person or talk negatively about them, this is a red flag.

**8. What do you like and dislike about the product or services you are selling now and why? What methods have you used to overcome objections about the service or product you are selling specifically when you agree with the customer?**

A: Can they find a positive in a seemingly negative?

**9. Tell me about one of your best accomplishments, including where the assignment came from, your plans in carrying it out, how you eventually did carry it out, and any obstacles you overcame.**

A: Did they tell you about something they were passionate about? Pride in their accomplishment? Giving credit to others on the team?

**10. Tell me about a goal you were expected to meet. What steps did you take to make sure you were making progress?**

A: Demonstrates accountability and time management. Did they communicate set backs with their supervisor?

**11. What did you like most and least about your previous job and supervisor?**

A: Did they bad mouth their former job/supervisor? If so, this is a red flag.

**12. Tell me about the most difficult customer issue you were presented with and what steps you took to resolve it.**

A: Demonstrates customer service and ability to handle conflict.

