

Operations Manager Interview Questions

1. Provide an effective method you have used to consult with families and friends of deceased persons.
2. Describe ways you schedule funerals, burials, or cremations.
3. What factors do you consider when setting prices and credit terms for funeral products and services?
4. Tell me about effective ways to sell funeral services, products, or merchandise to clients.
5. Provide an experience in which you successfully resolved a difficult customer, payment, or legal problem.
6. Share an experience in which reviewing performance data helped you to identify an opportunity for cost reductions or service improvements.
7. Tell me about an effective change to service offerings which you planned and/or implemented to meet community needs or to increase funeral home revenue.
8. Share an experience in which you effectively directed and supervised a staff. What methods made you successful?
9. What factors do you consider when evaluating the performance of service providers? Share an experience.
10. Provide an effective method you have used to ensure that funeral service operations comply with policies, regulations, and laws.