

## Branch Manager Interview Questions

1. Tell me how you organize, plan, and prioritize your work.
2. Provide an experience in which you effectively determined customers' financial services needs and prepared proposals to sell services to address those needs.
3. What is the key to success when communicating with the public.
4. Share an experience you had in dealing with a difficult person and how you handled the situation.
5. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
6. What are some long-range objectives that you developed in your last job? What did you do to achieve them?
7. Share an experience when you applied new technology or information in your job. How did it help your company?
8. Give me an example of when you thought outside of the box. How did it help your employer?
9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
10. Would you consider analyzing data or information a strength? How so?
11. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?
12. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?
13. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

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14. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

15. Please share an experience in which you presented to a group. What was the situation and how did it go?

16. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

17. Provide an example when your ethics were tested.

18. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

19. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

20. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

21. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

22. Share an experience in which your willingness to lead or offer an opinion helped your company.

23. Provide an example of when you were persistent in the face of obstacles.

24. Provide a time when you dealt calmly and effectively with a high-stress situation.

25. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

26. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

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27. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

28. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

29. Share an effective method you have used to contact prospective customers and to present information and explain services.

30. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.