

POST-SETTLEMENT  
SAMPLE INTERVIEW QUESTIONS

Prospect Name \_\_\_\_\_

Transaction \_\_\_\_\_ File # \_\_\_\_\_

How was your experience compared to your expectations?

\_\_\_\_\_

How was the pro-active communication from our staff?

\_\_\_\_\_

Is there anything you would like me to take back to the owner/manager of my company?

\_\_\_\_\_

\_\_\_\_\_

What is the likelihood of us working together on some of the business you direct in the future?

\_\_\_\_\_

\_\_\_\_\_

Is there a transaction right now that we can handle for you?

\_\_\_\_\_

\_\_\_\_\_

If not, I'd like to check back with you in a few weeks. Would that be ok with you? (If the opportunity presents itself, ask additional questions regarding the number of orders per week/month this person normally handles to obtain an idea of when to follow up.)

\_\_\_\_\_

\_\_\_\_\_