Leasing consultant interview questions

Ask every candidate the same questions, in the same order. Rate each answer from one to five right after the interview and write down what the candidate actually said.

Fair housing questions check whether a candidate treats every prospect the same way. Check your specific obligations with your legal team.

Candidate **Interviewer** **Date**

#	Question	Listen for	Red flag	Score
1	**Sales** What was your leasing ratio in your last role, and how did you track it?	A number they know and how they measured it	No idea how they performed	
2	**Sales** Walk me through how you'd give a tour of one of our units.	Questions first, then a clear ask for the application	Features only, no next step	
3	**Sales** A prospect toured three days ago and hasn't replied. What do you do?	A specific follow up plan, with timing and channel	Waiting for the prospect to reach out	
4	**Resident service** Tell me about a time you dealt with an upset customer or resident.	Listening, ownership and follow up	The customer was the problem	
5	**Resident service** A resident's maintenance request has been open for a week. What do you do?	Checks with maintenance and gives an honest update	Promising a repair date they don't control	
6	**Resident service** How would you handle a renewal with a resident unhappy about a rent increase?	Empathy, a clear explanation and options within policy	Arguing, or deals outside policy	
7	**Fair housing** A prospect asks what kind of people live in the building. How do you answer?	Talks about the property and gives everyone the same answer	Describing who lives there	
8	**Fair housing** Have you had fair housing training? What do you remember from it?	Specific takeaways	Treating it as a formality	
9	**Organization** How do you keep track of leads, tours and follow ups during a busy week?	A real system: CRM, calendar or daily list	"I just remember"	
10	**Organization** Which property management or CRM software have you used?	Tools used and how fast they learn	Resistance to learning your system	
11	**Organization** What do you check before you send an application for approval?	The same steps for every applicant	Skipping steps to close faster	
12	**Fit** Why do you want to be a leasing consultant?	Enjoys people, sales and goals	Expecting a quiet office job	

#	Question	Listen for	Red flag	Score
13	**Fit** Leasing offices are often busy on weekends. How does that fit your schedule?	A clear yes, with specifics	Vague availability	
14	**Fit** How do you feel about working toward monthly leasing goals?	An example of a goal they hit	Discomfort with any target	

Notes