

At **YOURCXC | TALENT FIX**, we don't seek seat-fillers. We recruit **fixers** — people who cut through noise, solve customer problems, and link every decision to revenue. This questionnaire helps us understand if you'll thrive in a culture of Radical Transparency, Profit Focus, Speed over Perfection, and Customer Obsession.

Please answer honestly. There are no "perfect" answers — just insight into how you think and work.

SECTION 1: RADICAL TRANSPARENCY

1: A project you're leading is behind schedule, and the client doesn't know yet. Do you:

- A) Wait until you have a solution before telling them.
- B) Share the issue immediately with facts and options.
- C) Try to fix it quietly and only escalate if it fails.

2: What's an example of a time you gave tough feedback that others avoided?

SECTION 2: PROFIT FOCUS

3: You discover a customer process that delights users but is costing the business money. Do you:

- A) Keep it because customer delight is priceless.
- B) Flag it and propose a fix that balances customer experience with profit.
- C) Remove it immediately to protect margins.

4: How do you personally measure whether your work adds revenue or retention value?

SECTION 3: SPEED OVER PERFECTION

5: You're launching a new customer onboarding process. You can:

- A) Delay launch until every detail is perfect.
- B) Launch quickly, monitor, and iterate.
- C) Push it out fast and fix issues later if they appear.

6: Describe a time when you had to ship something fast. What was the impact?

SECTION 4: CUSTOMER OBSESSION

7: A customer is angry on social media about a bad experience. What's your first move?

8: What's the most customer-obsessed decision you've made, even if it wasn't popular internally?

SECTION 5: DECISION-MAKING UNDER PRESSURE

9: You're in a meeting where leadership is focused on acquisition spend, but you know the churn rate is rising. Do you:

- A) Stay quiet to avoid conflict.
- B) Call it out bluntly, with data to back you up.
- C) Suggest it privately to one leader after the meeting.

10: What's the hardest customer-related truth you've had to tell your team or company?

SCORING GUIDE (INTERNAL USE)

- **Radical Transparency:** Look for candidates who consistently choose honesty and accountability.
- **Profit Focus:** Look for answers tying CX actions to measurable revenue/retention.
- **Speed Over Perfection:** Look for bias toward action and iteration, not endless polishing.
- **Customer Obsession:** Look for candidates who take ownership of customer outcomes.