Buyer's Agent interview questions

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What to expect

Buyer's agent interviews usually blend technical property knowledge with behavioural and scenario questions, because the role is part advisory, part negotiation and part compliance.

- **Technical:** Questions on property appraisal, valuation methods, market analysis and comparable sales.
- **Behavioural:** Past client situations, negotiation outcomes and how you handle difficult advice.
- **Scenario:** Auction bidding pressure, client conflict and ethical dilemmas.
- **Client-facing:** Communication, managing expectations and building trust with purchasers.
- **Process:** Transaction coordination, from shortlisting through to settlement.
- **Compliance:** Licensing, disclosure obligations and state-specific rules.

Typically a phone screen with a recruiter or principal, followed by an in-person interview with the director or team. You may be asked to complete a short written appraisal exercise or role-play a negotiation. Licence and registration checks are standard.

1. Walk me through how you appraise a property and arrive at a recommended price range for a client.

Why they ask

Tests your technical skill and whether you have a repeatable process for valuing property.

How to structure your answer

Step-by-step walkthrough: research, inspect, compare sales, adjust for differences, present with rationale.

> **Example answer**
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> *“I start by pulling recent sales data from CoreLogic and Pricefinder for comparable properties, then inspect the property myself to note condition, layout and any defects. I adjust for differences like land size, renovation quality and proximity to busy roads. I also check current listings and auction clearance rates in the suburb. I present a range with a clear rationale, and I explain what would push the price higher or lower. I never give a single figure without context.”*

2. Tell me about a time you had to advise a client against a property they were emotionally attached to.

Why they ask

Behavioural question that tests client management, integrity and how you deliver unwelcome news.

How to structure your answer

STAR: situation, task, action, result.

> **Example answer**
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> *“A couple fell in love with a renovated cottage but the building report revealed rising damp and a non-compliant extension. I sat down with them, walked through the report line by line, and showed comparable sales for similar issues. I acknowledged their disappointment but explained the likely repair costs and resale risk. We walked away, and two months later they bought a better property for less. They thanked me for saving them from a costly mistake.”*

3. You're bidding at auction and the price goes past your client's limit. What do you do?

Why they ask
Scenario question that tests judgement under pressure, discipline and client communication.

How to structure your answer
Pause, reassess, communicate, withdraw or re-enter only with clear authority.

Example answer

"I stop bidding immediately. I don't scratch my nose or make any ambiguous gesture. I step away from the crowd, call the client and confirm the limit. If they say no, I let the auction pass. If they want to go higher, I get a clear new figure and only then re-enter. I never bid past a written limit without express permission. After the auction I debrief with the client and discuss next steps."

4. How do you manage a client who wants to buy in a suburb where their budget won't stretch?

Why they ask
Client-facing question that tests empathy, data use and expectation management.

How to structure your answer
Acknowledge frustration, show data, offer alternatives, keep the client informed.

Example answer

"I start by acknowledging their frustration. Then I show them the data: recent sales, current listings and days on market. I explain that in this suburb their budget buys a unit rather than a house, or a property needing work. I offer two or three nearby suburbs with better value and similar amenities. I also suggest they consider a different property type. The goal is to keep them informed and give them real options, not just say no."

5. What are your obligations around disclosure and licensing when acting for a buyer?

Why they ask
Compliance question that tests your knowledge of state rules and professional conduct.

How to structure your answer
Outline state rules, disclose fees and conflicts, confirm licensing and record keeping.

Example answer

"I hold a current buyer's agent licence under the relevant state legislation. I must disclose my fee, any rebates or commissions from third parties, and any conflict of interest before the client signs an agreement. I provide a written authority to act and keep records of all advice. I also comply with state-specific rules on auction bidding and contract of sale. If I'm unsure, I check with the regulator or my solicitor."

6. Describe your process for coordinating settlement after contracts exchange.

Why they ask
Process question that tests attention to detail and ability to manage deadlines.

How to structure your answer
Walkthrough of steps: confirm dates, check conditions, diarise, liaise with conveyancer, follow up.

Example answer

"Once contracts exchange, I confirm the settlement date with the vendor's agent and my client's conveyancer. I check that all conditions have been met, like finance approval and building reports. I diarise the settlement date and any pre-settlement inspection. I liaise with the conveyancer on adjustments for rates and taxes. On settlement day I confirm the funds have been transferred and the client receives the keys. I then follow up to make sure everything is in order."