Real Estate Agent interview questions

careertips.com.au: common questions and what they're really testing

What to expect

Real estate agent interviews focus heavily on sales results and how you handle people under pressure, whether that's a vendor unhappy with feedback or a buyer trying to negotiate hard. Expect the principal or sales manager to probe your listing pipeline, negotiation style and local market knowledge as much as your resume.

- **Behavioural:** Past examples of negotiating, handling objections or managing a difficult client relationship.
- **Scenario/judgement:** Hypothetical situations, such as a vendor disputing your price advice or two buyers competing for one property, to see how you'd handle it live.
- **Sales and target:** Questions about your listing volume, conversion rate and how you build a buyer database.
- **Local market knowledge:** Checks on how well you know the suburb or region and current price trends.
- **Client-facing:** How you communicate bad news, follow up leads and manage vendor expectations through a campaign.

Interviews typically open with a run-through of your current listing and sales activity, move into a few scenario or negotiation questions, then cover local market knowledge and your fit with the agency's culture and commission structure. Many agencies will also ask about your existing database or sphere of influence, since that affects how quickly you can generate listings.

1. Tell me about a time you negotiated a sale price between a vendor and a buyer who were far apart on figures.

Why they ask

Negotiation is the core skill in this role, and the interviewer wants evidence you can bridge a gap without losing either party.

How to structure your answer

Use STAR: describe the situation and the gap between vendor and buyer expectations, the specific approach you took to narrow it, the actions you took step by step, and the result, including whether the sale settled.

> **Example answer**
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> *“I had a vendor expecting a price well above what recent comparable sales supported, and a buyer who'd anchored low after seeing similar properties sell cheaper. I sat down with the vendor and walked through three recent comparable sales in detail so the gap made sense to them, rather than just telling them to drop the price. With the buyer, I highlighted features of the property that weren't in the cheaper comparables. Over two rounds of offers I got both sides to move, and the contract exchanged at a figure both parties accepted without the deal falling through.”*

2. A vendor tells you they think you're underselling their property and want to increase the price guide after two weeks with no offers. How do you respond?

Why they ask

This tests judgement under pressure and whether you can manage a vendor relationship without either caving to unrealistic expectations or losing the listing.

How to structure your answer

Walk through the judgement call: what you'd say first, what evidence you'd bring, how you'd balance the vendor relationship against realistic pricing, and how you'd close the conversation.

Example answer

"I'd start by acknowledging their frustration, then go back through the enquiry numbers and feedback from the open inspections so far, alongside any new comparable sales that have come up. If the data still supports the original guide, I'd explain that raising the price now risks the listing looking stale online. If new comparable evidence has emerged, I'd be upfront about adjusting. Either way I'd give them a clear next step, like a revised marketing push, rather than just leaving them with bad news."

3. Walk me through how you'd run an open for inspection from setup to follow-up.

Why they ask

This is a core weekly task, and the interviewer wants to know you have a repeatable process rather than winging it.

How to structure your answer

Give a step-by-step process walk-through in the order tasks actually happen, from preparation through to post-inspection follow-up.

Example answer

"Before the open, I check the listing is current on realestate.com.au and Domain and confirm signage and the property are presentation-ready. During the inspection I register every visitor's contact details and ask what they're looking for, rather than just handing out flyers. Straight after, I log everyone in the CRM with notes on their level of interest, then follow up within 24 to 48 hours, particularly with anyone who asked about price or settlement terms, since that's usually a sign of real intent."

4. How do you build and maintain a pipeline of buyer and vendor leads?

Why they ask

Agents are commission-driven, so the interviewer wants to see you can generate your own listings and buyers rather than relying only on agency leads.

How to structure your answer

Describe your process for prospecting and relationship management, covering both tools and habits.

Example answer

"I keep every enquiry, past client and open inspection visitor logged in CRM with notes on their situation and timeframe. I set reminders to check in every few weeks with people who aren't ready to move yet, and I ask every settled client for referrals once the deal closes. That mix of database follow-up and referral asks is what keeps new listings coming in rather than starting from zero each month."

5. Tell me about a time a deal looked like it was falling through. What did you do?

Why they ask

Contracts can collapse over finance, building inspections or cold feet, and the interviewer wants to see you can problem-solve under pressure to save a deal.

How to structure your answer

Use STAR, with particular focus on the specific actions you took to address the problem before it became a lost sale.

Example answer

"A buyer's finance approval was delayed close to the cooling-off deadline, and the vendor was getting anxious about relisting. I contacted the buyer's broker directly to get a clear timeline, then negotiated

a short extension to the cooling-off period with the vendor's conveyancer in writing, so both sides had certainty. The finance came through two days later and the sale settled without either party losing confidence in the process.”

6. What do you know about how prices have moved in this area over the last year?

Why they ask

Local market knowledge signals whether you can credibly advise vendors on pricing from day one rather than needing months to get up to speed.

How to structure your answer

Give a direct, specific answer showing familiarity with local price movement, property types and buyer demand, not a generic statement about the market being strong.

Example answer

“In the suburbs I've been working, three-bedroom houses have held their value better than units over the past year, and buyer interest has stayed strongest for properties close to schools and public transport. I keep track of this through comparative market analysis on every new listing and by watching auction clearance rates and days-on-market figures from CoreLogic and the local agency network.”