



Interview Questions

These questions have been designed to assist you in obtaining the “As-Is”; “Should Be”; “Barriers”; “Payout” answers and Non-Trainable Skills that ...is looking for in new associates.

Use these questions along with your other “favorite” questions in the interview to find the best talent for your team.

Knowledge

1. Where did you gain your industry experience? On the job, formal, informal, or self taught?
2. Tell me what you expect your responsibilities to be. What do you expect them not to be?
3. Give me an example of an acceptable and an unacceptable work uniform.
4. What separates a mediocre employee from a great employee?
5. What issues seem to be common everywhere you have worked in the past?

Skills

6. How do you typically decide when to replace something such as an HVAC unit instead of repair it.
7. How do you spend the first few days when you are new to a company and/or a team?
8. What tools do you currently have and what do you still need to obtain?
9. Do you use parts that have been previously used from another appliance, electrical or HVAC system? Why?
10. Tell me how you handle a resident that is upset? Where did you learn to handle the situation that way?

Attitude

11. Tell me about your current job and why you are looking to make a change?
12. What was the deciding factor or the last straw that drove you to your final decision?
13. In your work life-- what is the single best thing a supervisor or person has done for you?
14. How would you respond if you discovered a co-worker that was using the phone and/or Internet for personal use?
15. What is something your supervisor would tell me about you that he/she thinks you are unaware of?
16. What do you think your current or past work associates would tell us about you and why?

Integrity

17. How would your current/most recent Supervisor describe you?
18. How would your co-workers describe you?
19. Describe a time when you didn't perform to your capabilities. What did you learn? What changes did you make to avoid this from happening again?
20. What was your greatest problem in your last position and how did you overcome it?

Maturity

21. What interests you the most/least about this job? Why?
22. What is the most rewarding aspect of your current position? Why?
23. Which types of rewards motivate you to do your best?
24. How do you influence others to accept your ideas? Why do you think you will be successful in our Company/industry?

Competence

25. What new ideas/skills would you bring to our Company?
26. Which skills are most critical in this position?
27. If you could be sent to any training class what would be your first choice? Why?
28. Tell me about a professional skill you developed in your last job. How has this skill helped you?