

PURPOSE

This packet contains a basic checklist to follow in preparing for an interview and interview questions. These help to ensure that all of the necessary bases are covered before conducting an interview, and provide reminders against the natural human tendencies to inject personal bias into the selection process, possibly overlooking a well-qualified and potentially successful employee. Every question in the question bank does not need to be answered. This is a guide to help give the interviewer direction in the interview. The information in italics is for the interviewer only. Do not read this to the applicant.

BEFORE THE INTERVIEW

Read over their job application and/or resume.

- Scan for overall appearances.
- Look for any blanks omissions
- Know any time gaps or overlaps in work history.
- Consider frequency of job changes
- Review statements about financial goals.
- Review reasons for seeking this job and for leaving previous job(s)
- Identify job titles that merit further exploration
- Be alert for “red flags”

Decide on specific objectives you want to cover in the interview.

- For example, possible objectives are that you want to make sure this person has a certain skill set, a willingness to work under a commission structure, or can fit within your company, etc.

Block out one to three hours for the interview.

Prepare an effective environment.

- Ensure privacy with no distractions (schedule interview away from office if necessary)
- Provide a comfortable setting for applicant (sit across from each other, over a small table, etc.)

Consider and record the role and importance of perception.

- First impressions
- Information from others
- Single statements
- Body language

DURING THE INTERVIEW

Introduce yourself and welcome the applicant. Tell the applicant that you appreciate them taking their time away from their schedule to interview with you.

Engage in small talk to put the applicant at ease. Ask the applicant how their trip was, if they had any trouble finding this location, and so on.

Sell your company. Use phrases like, “Let me tell you a little bit about our company.” This section should be about 20-30 minutes. Some topics to cover are:

- How it was started
- Philosophy of Company (*Potential employees want to work for a company that is ethical and honest. If you walk your talk, tell them about it. Mention your drug free environment, etc.*)
- Ownership structure
- Business years
- Certifications
- Recognitions
- Associations Memberships
- Training you provide
- Tools you provide (you might want to share a list of employee provided and company provided tools)
- Trucks
- Benefits

Anything positive about your company

Probe specific objectives decided in advance of the interview using

Funnel-type questions – broad questions that get more specific based on the answer

Open-ended questions – broad questions that require more than a one or two word response
(i.e. Tell me about..., Describe..., Explain...)

Clarifying questions – questions designed to get more specific answers

(i.e. “What did you mean by...?” “Can you repeat that statement back?” “Tell me more.”)

Avoid close-ended questions – Close-ended questions are questions that probe a one to two word response. Because the interview is to gather information, you don’t want to use these questions to bias their answers in any way.

(i.e. Don’t you want to start your own company?)

INTERVIEW QUESTIONS

INFORMATIONAL QUESTIONS

Start asking open-ended questions about them.

Tell me about yourself. *(Then let them talk.)*

Notes: _____

How would your coworkers describe you?

Notes: _____

I’m not going to do this, but if I were to call your current boss, how would he describe you?

Notes: _____

Describe your ideal employer.

Notes: _____

Tell me the one thing in your last job that made you feel the best.

Notes: _____

What attracted you to our company?

Notes: _____

EXPERIENCE AND WORK HISTORY QUESTIONS

How did you get started in HVAC?

Notes: _____

What HVAC training have you had? Attended Vo-Tech school?

Notes: _____

Are you NATE certified?

Notes: _____

Tell me about your last job.

Notes: _____

What were your responsibilities in your last job?

Notes: _____

What did you enjoy the most? Why?

Notes: _____

What did you enjoy the least? Why?

Notes: _____

What exposure to computers have you had? *Note: For office jobs especially*

Notes: _____

Describe a typical day on your last job.

Notes: _____

What type of decisions did you typically make?

Notes:

Tell me what part of HVAC you most want to learn. For example, is it air balancing, duct diagnostics, etc.?

Notes:

How did you feel about your supervisor?

Notes:

Describe your ideal working environment.

Notes:

What don't you like about HVAC?

Notes:

If you weren't a technician, what would you do?

Notes:

Tell me about the most unusual repair or installation you've been involved with.

Notes:

Tell me about a job where you needed technical help. *(If they say there was never anything they needed help on, they're lying.)*

Notes:

Tell me about the last time you had a conflict with your boss. How did you resolve it?

Notes: _____

This won't disqualify you, but a lot of technicians harbor ambitions about starting their own companies. Is this something you would like to do one day? *(If yes, then tell them we can help you to learn how to do it right.)*

Notes: _____

How was your performance measured at your last job?

Notes: _____

Follow up Questions:

How do you measure your performance?

Notes: _____

Did you meet or exceed the company's expectations? *(If they say no, ask what prevented him.)*

Notes: _____

What about your own expectations? Why or Why not?

Notes: _____

SITUATIONAL QUESTIONS

Tell me about a situation you couldn't resolve. How did you handle it?

Notes: _____

Let's say you walk into a home and a customer has a very old system. The customer also complains about hot and cold spots, utility bill, etc. How would you handle this situation? *(You're looking for somebody that would give a repair or replace option.)*

Notes: _____

What would you tell her?

Notes:

Tell me about the last time you had a conflict with a customer. How did you resolve it?

Notes:

Tell me about a time you went the extra mile for a customer.

Notes:

How about a time you went the extra mile for your company?

Notes:

Tell me about a time where a customer objected to the price of your repairs.

Notes:

COMPANY QUESTIONS

How do you feel about overtime work?

Notes:

What do you think about being on call after hours?

Notes:

What do you think about commission or incentive pay?

Notes:

There are some companies in this town that charge twice as much as others. What do you think about that?

Notes: _____

What do you think about flat-rate pricing?

Notes: _____

Some companies use all kinds of sales tactics and pressure, what do you think about pressure selling? (*You want them to say that you really don't need it.*)

Notes: _____

CLOSING THE INTERVIEW

Say "I'd like to go through some of our expectations..."

- Hours
- On Time
- After hours calls
- Moonlighting
- Driving
- Performance
- Condition and care of company supplied tools and trucks

We have a dress code based on the preferences of our customers, which includes many older and upper income consumers. If you want to work here, tattoos cannot be visible, visible piercings must be removed during work hours. Will this be ok with you?

Notes: _____

We will do a background check, credit check, and driving record on our employees. Is there anything we will find that you want to talk about now?

Notes: _____

Just to let you know we will do drug testing. Will this be a problem?

Notes: _____

If we were to offer you a position, how much notice would you need to provide your previous employer?

Notes: _____

When could you start?

Notes: _____

What are your expectations of your employer?

Notes: _____

What questions do you have?

Notes: _____

Ask and give time for the applicant to ask questions. *(Evaluate the types of questions the candidate asks.)*

State action to be taken

Follow-up interview

Letter from your company to Candidate

Time Frames

Close by thanking the applicant for their time

Prepare/record pertinent information from notes

Prepare summary report for management *(if necessary)*