

Automobile Service Advisor Interview Questions

1. Describe methods used to Inspect and test new vehicles for damage and record findings so that necessary repairs can be made.

2. What have you found to useful when troubleshooting fuel, ignition, and emissions control systems, using electronic testing equipment?

3. Walk me through how you examine vehicles, compile estimates of repair costs, and secure customers' approval to perform repairs.

4. Explain what kind of experience you have to repair, replace, or adjust defective fuel injectors, carburetor parts, and gasoline filters.

5. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.

6. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.

7. Tell me about a recent experience you've had working with your hands.

8. Share an experience when you applied new technology or information in your job. How did it help your company?

9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.

10. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)

11. Name a time when you serviced internal combustion engine systems for hybrid electric vehicles. How much did you know?

12. Walk me through how you retrofit vehicle fuel systems with aftermarket products, such as vapor transfer devices, evaporation control devices, swirlers, lean burn devices, or friction reduction devices, to enhance combustion and fuel efficiency.

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13. Tell me how you diagnose and replace or repair engine management systems or related sensors for flexible fuel vehicles (FFVs) with ignition timing, fuel rate, alcohol concentration, or air-to-fuel ratio malfunctions.

14. What methods have you found helpful to conduct visual inspections of compressed natural gas fuel systems to identify cracks, gouges, abrasions, discoloration, broken fibers, loose brackets, damaged gaskets, or other problems?

15. Share an example when you aligned wheels, axles, frames, torsion bars, and steering mechanisms of automobiles, using special alignment equipment and wheel-balancing machines. What kind of experience did you have?

16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.

17. Share an experience you had in dealing with a difficult person and how you handled the situation.

18. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)

19. Tell me about your last experience doing repair work. How did you determine what tools you needed?

20. Provide an example when your ethics were tested.

21. Describe a time when you successfully serviced, repaired, calibrated, or tested a device that operates mainly by electronic principles.

22. Provide a time when you dealt calmly and effectively with a high-stress situation.

23. Provide an example of when you were persistent in the face of obstacles.

24. Tell me how you organize, plan, and prioritize your work.

25. Give me an example of when you thought outside of the box. How did it help your employer?

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26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

27. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

28. How do you balance cooperation with others and independent thinking? Share an example. (Try to determine if the candidate has a cooperative attitude or is otherwise good-natured.)

29. Describe an experience in which you successfully controlled the operation of a difficult system. What made you successful?

30. Name a time when your patience was tested. How did you keep your emotions in check?

31. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

32. Tell me about a time when you successfully determined the cause of an operating error at your company and solved the problem.

33. Provide an example of a time when you were able to demonstrate excellent listening skills. What was the situation and outcome?

34. Share an experience in which your willingness to lead or offer an opinion helped your company.

35. What is the key to success when communicating with the public.

36. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?

37. Provide a time when you were able to identify a complex problem, evaluate the options, and implement a solution. How did the solution benefit your employer?

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38. Would you consider analyzing data or information a strength? How so?

39. Provide an experience in which you were sensitive to someone's needs or feelings. How did your helpfulness affect your work environment?

40. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?

41. Name a time when your creativity or alternative thinking solved a problem in your workplace.

42. Share an experience in which your ability to consider the costs or benefits of a potential action helped you choose the most appropriate action.

43. Share an experience in which you conducted a test of a product, service, or process and successfully improved the quality or performance.

44. Share an experience in which personal connections to coworkers or others helped you to be successful in your work. (Make sure candidate works well with others.)

45. Provide an experience in which your ability to actively find ways to help people improved your company or your own work ethic.

46. What is the most challenging part of budgeting for you?

47. Name a time when your advice to management led to an improvement in your company or otherwise helped your employer.

48. Provide an experience that demonstrates your ability to manage time effectively. What were the challenges and results?