

Service Technician Interview Questions

1. Walk me through how you test drive vehicles, and test components and systems, using equipment such as infrared engine analyzers, compression gauges, and computerized diagnostic devices.

2. Share a method you use to follow checklists to ensure all important parts are examined, including belts, hoses, steering systems, spark plugs, brake and fuel systems, wheel bearings, and other potentially troublesome areas.

3. What kind of experience do you have examining vehicles to determine extent of damage or malfunctions?

4. Describe an experience where you conferred with customers to obtain descriptions of vehicle problems, and to discuss work to be performed and future repair requirements.

5. Describe methods you have found useful to test and adjust repaired systems to meet manufacturers' performance specifications.

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

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

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

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

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

11. Share an example of a time you had to gather information from multiple sources. How did you determine which information was relevant?

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

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

14. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?

15. Tell me how you rebuild parts such as crankshafts and cylinder blocks.

16. Share an example where you overhauled or replaced carburetors, blowers, generators, distributors, starters, and pumps.

17. Tell me the last time you Installed and repaired accessories such as radios, heaters, mirrors, and windshield wipers.

18. How difficult is it to repair manual and automatic transmissions?

19. Explain to me how to disassemble units and inspect parts for wear, using micrometers, calipers, and gauges.

20. How often do you plan work procedures, using charts, technical manuals, and experience?

21. Tell me how you review work orders and discuss work with supervisors.

22. Describe an experience when you repaired and serviced air conditioning, heating, engine-cooling, and electrical systems. Do you have much experience?

23. In your opinion, how often should people perform routine and scheduled maintenance services such as oil changes, lubrications, and tune-ups on their vehicles?

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

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

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

27. Provide an example when your ethics were tested.

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

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

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

31. 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.)

32. Describe a time when you were able to select the best tool to do a job. How did you use reasoning skills to make the best choice?

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

34. 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.)

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

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

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

38. Share an example of when you established and accomplished a goal that was personally challenging. What helped you succeed?

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

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

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

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. 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?

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

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

46. Share an experience in which you successfully installed a difficult piece of equipment. What made the situation so difficult?

47. Please share with me an example of how you helped coach or mentor someone. What improvements did you see in the person's knowledge or skills?

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

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

50. 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.)

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51. Provide an example of a time when you successfully organized a diverse group of people to accomplish a task.