

Field Service Representative Interview Questions

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

2. Share an experience in which you effectively disassembled entertainment equipment and repaired components and wiring.

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

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

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

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

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

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

9. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

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

13. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the

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candidate has open lines of communication.)
14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
15. Tell me about your last experience doing repair work. How did you determine what tools you needed?
16. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
17. Provide an example of when you were persistent in the face of obstacles.
18. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
19. Provide an experience in which you effectively calibrated and tested equipment and located circuit and component faults.
20. Give me an example of when you thought outside of the box. How did it help your employer?
21. Share an experience in which your communication skills helped you to confer effectively with a customer.
22. What is the key to success when communicating with the public.
23. How do you stay fit in order to perform physical activities that are required in the workplace?
24. Provide an example when your ethics were tested.
25. Name a time when your patience was tested. How did you keep your emotions in check?
26. 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.)

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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. Describe an experience in which you tuned and adjusted equipment to obtain optimum visual and/or auditory reception.

29. Provide an experience in which you effectively computed cost estimates for labor and materials.

30. Share an effective method you have used to instruct customers on the safe and proper use of equipment. Share an experience.

31. 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?

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

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

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

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

36. What is the state of your records? What is one thing you would like to improve?

37. Share an experience in which your understanding of a current or upcoming problem helped your company to respond to the problem.

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

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39. Share an experience in which your diligence of inspecting equipment, structures, or materials helped you identify a problem or the cause of a problem.

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

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. In your experience, what is the key to ensuring your company was compliant with all laws, regulations and standards that were applicable to your area of responsibility?

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

44. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?

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

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

47. Share an experience in which you oversaw the assembly, fabrication, construction, maintenance, or modification of equipment. How did you communicate to the staff what you wanted?

48. 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.)

49. Please share an experience in which you presented to a group. What was the situation and how did it go?

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

51. Provide an experience in which your ability to actively find ways to help people improved your company

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or your own work ethic.

52. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation or improve an ongoing one. (Look for the candidate's ability to learn.)

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

54. 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?

55. Please share an experience in which you successfully taught a difficult principle or concept. How were you able to be successful?

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

57. What have you found to be the best way to monitor the performance of your work and/or the work of others? Share a time when you had to take corrective action.

58. Provide an experience in which you effectively positioned, mounted, and wired speakers.

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

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

61. Describe a time when you successfully provided personal assistance to a coworker or patron.

62. Share an experience in which you successfully coordinated with others. How about a coordination effort that was not as successful?

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

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64. 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?

65. Tell me about the last time you oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

66. Describe a time when you successfully persuaded another person to change his/her way of thinking or behavior.

67. Provide an example when you were able to prevent a problem because you foresaw the reaction of another person.

68. How would you rate your writing skills? (Ask for an example that demonstrates great writing skills.)

69. Share an experience in which you've successfully learned how to handle a new piece of equipment?