

Central Service Worker Interview Questions

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

2. Share an experience in which you successfully organized and assembled surgical instrument trays.

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

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

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

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

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

8. How do you stay fit in order to perform physical activities that are required in the workplace?

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. 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?

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

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

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

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15. Describe an experience in which you effectively operated and maintained steam autoclaves.
16. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
17. Provide an experience in which you disinfected and sterilized equipment.
18. Provide an experience in which you identified the need for a repair to equipment.
19. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.
20. Share an effective method you have used to ensure that equipment is operating to prescribed standards.
21. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.
22. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
23. Provide an example when your ethics were tested.
24. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
25. Share an experience in which you successfully maintained records of inventory.
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. Name a time when your patience was tested. How did you keep your emotions in check?

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

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

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. Share an experience in which you successfully installed and/or set up a difficult piece of medical equipment.

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

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

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

36. 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.)

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

38. Provide an experience in which you effectively assisted hospital staff with patient care duties.

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

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

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41. 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?

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42. In your experience, what is the key to developing a good team? (Look for how they build mutual trust, respect, and cooperation.)

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

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

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45. 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.

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

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

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

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50. What are some long-range objectives that you developed in your last job? What did you do to achieve them?

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

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

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53. Provide an example of when you set expectations and monitored the performance of subordinates. What guidance and direction did you find most effective?

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

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

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

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

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

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

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

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

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

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

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65. Share an experience in which you used new training skills, ideas, or a method to adapt to a new situation

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or improve an ongoing one. (Look for the candidate's ability to learn.)

66. Tell me about your last experience recruiting, interviewing, or hiring an employee. What techniques did you find most effective in finding the right person for the job?

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

68. 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?

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