

## Iceman Interview Questions

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

2. Share an experience in which you effectively wrote customer orders and/or sales contracts.

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

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

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

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

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

8. Provide your experience collecting money and making change.

9. Share an experience in which you listened to and resolved a difficult customer complaint.

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