

Field Service Representative Interview Questions

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

2. Describe an experience when you visited individuals in homes or attended group meetings to provide information on agency services, requirements, or procedures.

3. How are your writing skills when it comes to keeping records or preparing reports for owner or management concerning visits with clients?

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

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

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

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

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

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

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