

Service Manager Interview Questions

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

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

3. Describe methods you have found effective to determine schedules, sequences, and assignments for work activities, based on work priority, quantity of equipment, and skill of personnel.

4. Walk me through how you inspect and monitor work areas, examine tools and equipment, and provide employee safety training to prevent, detect, and correct unsafe conditions or violations of procedures and safety rules.

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

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

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

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

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 oversaw the work of someone else. How did you effectively motivate, develop, and direct the worker(s)?

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

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

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

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

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

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

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

20. 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.)