

## Field Service Representative Interview Questions

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

2. Share an experience in which you effectively tested and calibrated components and equipment. What methods made you successful?

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

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

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

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

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

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

11. Tell me about your last experience doing repair work. How did you determine what tools you needed?

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

13. Tell me about the last time you performed routine maintenance on equipment. How did you determine

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when and what type of work was needed?

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

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

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

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

18. What is the state of your records of maintenance, repair, and updates? What is one thing you would like to improve?

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

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