

## Service Manager Interview Questions

1. What is the key to success when communicating with the public.
2. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the candidate has open lines of communication.)
3. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.
4. Tell me about your qualifications for and your experience handling vehicles and/or mechanized equipment.
5. Share an experience in which you've successfully learned how to handle a new piece of equipment?
6. Tell me about a recent experience you've had working with your hands.
7. How do you stay fit in order to perform physical activities that are required in the workplace?
8. Tell me how you organize, plan, and prioritize your work.
9. Tell me about an experience in which you analyzed information and evaluated results to choose the best solution to a problem.
10. 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?
11. Share an effective approach to working with a large amount of information/data. How has your approach affected your company?
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

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which information was relevant?

15. Tell me about a time when you developed your own way of doing things or were self-motivated to finish an important task.

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

17. What is the state of your records of merchandise distributed and money collected? What is something you would like to improve?

18. Share an experience in which you effectively collected coins and bills from machines, prepared invoices, and settled accounts with concessionaires.

19. Provide an example when your ethics were tested.

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