

## Field Service Representative Interview Questions

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

2. Share an experience in which you effectively disassembled entertainment equipment and repaired components and wiring.

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

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

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

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

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

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

9. Describe an experience in which you identified the educational needs of your students and successfully developed a way to teach/train them.

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

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

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

13. Share an experience in which you successfully shared a difficult piece of information. (Make sure that the

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candidate has open lines of communication.)
14. Share an example of when you went above and beyond the "call of duty". (Look for answers that show the candidate is dependable.)
15. Tell me about your last experience doing repair work. How did you determine what tools you needed?
16. Name a time when you identified strengths and weaknesses of alternative solutions to problems. What was the impact?
17. Provide an example of when you were persistent in the face of obstacles.
18. Tell me about the last time you monitored or reviewed information and detected a problem. How did you respond?
19. Provide an experience in which you effectively calibrated and tested equipment and located circuit and component faults.
20. Give me an example of when you thought outside of the box. How did it help your employer?
21. Share an experience in which your communication skills helped you to confer effectively with a customer.
22. What is the key to success when communicating with the public.
23. How do you stay fit in order to perform physical activities that are required in the workplace?
24. Provide an example when your ethics were tested.
25. Name a time when your patience was tested. How did you keep your emotions in check?
26. 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.)

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27. Share a time when you willingly took on additional responsibilities or challenges. How did you successfully meet all of the demands of these responsibilities? (Make sure the candidate is a self-starter and can demonstrate some initiative.)

28. Describe an experience in which you tuned and adjusted equipment to obtain optimum visual and/or auditory reception.

29. Provide an experience in which you effectively computed cost estimates for labor and materials.

30. Share an effective method you have used to instruct customers on the safe and proper use of equipment. Share an experience.