

## Crowner Interview Questions

1. Describe a time when you successfully serviced, repaired, or tested a machine or device that operates mainly by mechanical principles.
2. Walk me through how you would repair or replace broken, damaged, or worn parts on timepieces, using lathes, drill presses, and hand tools.
3. Describe methods you have found effective to disassemble timepieces and inspect them for defective, worn, misaligned, or rusty parts, using loupes.
4. Share an experience in which you've successfully learned how to handle a new piece of equipment?
5. Tell me about a recent experience you've had working with your hands.
6. Give me an example of when you thought outside of the box. How did it help your employer?
7. Tell me how you clean, rinse, and dry timepiece parts, using solutions and ultrasonic or mechanical watch-cleaning machines.
8. Share an experience in which your attention to detail and thoroughness had an impact on your last company.
9. Share an experience when you applied new technology or information in your job. How did it help your company?
10. Walk me through how you fabricate parts for watches and clocks, using small lathes and other machines.
11. Share an example when you tested timepiece accuracy and performance, using meters and other electronic instruments.
12. What factors do you consider when estimating repair costs and timepiece values?
13. Provide an example of when you were persistent in the face of obstacles.
14. Share an experience you had in dealing with a difficult person and how you handled the situation.

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15. Why is it important to record quantities and types of timepieces repaired, serial and model numbers of items, work performed, and charges for repairs? Share an example.

16. What is the most challenging part of adjusting timing regulators, using truing calipers, watch-rate recorders, and tweezers?

17. Describe an experience when you successfully gathered information from customers about a timepiece's problems and its service history.

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

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

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

21. Name a time when your creativity or alternative thinking solved a problem in your workplace.

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

23. What is the key to success when communicating with the public.

24. Provide a time when you dealt calmly and effectively with a high-stress situation.

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

26. Provide a time when you worked in a rapidly evolving workplace. How did you deal with the change? (Make sure the candidate is flexible.)

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

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

29. Tell me about the last time you performed routine maintenance on equipment. How did you determine when and what type of work was needed?

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