

1. Tell me about yourself
2. What phone do you have?
3. What are your hobbies?
4. What is your greatest strength?
5. What are your three best attributes or skills you would bring to this company?
6. How do you handle stress & pressure?
7. How punctual are you?
8. What is your level of perfectionism? None at all being 1 or severe being 10?
9. What do you already know about this company?
10. What is your greatest weakness?
11. Why do you think you will be a good fit?
12. Tell me about your previous work experience?
13. How would your previous co-workers describe you as a manager/co-worker?
14. How many times in one calendar year were you late & how many times did you miss work?
15. Tell me dates and how long you were in each position?
16. What areas did you excel in at your last position?
17. What was more of a struggle for you in your last position?
18. What was your favorite part of your job?
19. Tell me about your customer service experience?
20. In your last position tell me about a time a customer was unhappy & how you handled it?
21. Tell me about an achievement you are proud of?
22. How much do you know about this field?
23. Describe job and duties (set up for success) (Every customer matters)
24. What part of this job do you think would be the most stressful for you?
25. What part will you enjoy the most?

26. Why do you want to work here?
27. What is your ideal work environment?
28. What do you need from a manager or boss to be successful?
29. What did you appreciate about your last boss and what do you think they needed to improve on?
30. What type of oversight would your ideal boss provide?
31. While learning you won't know every question you are asked. What would you do if the customer asked you a question you didn't know the answer to?
32. How do you react to rude or angry customers?
33. Give an example of customer wanting a warranty repair for a cracked phone & ask how they would handle that?
34. What are you looking for in your next job?
35. What are your goals for the future?
36. Are you ok w/ friend being your boss?
37. Did you have downtime in last position & if so how did you fill it?
38. What would you do here if there were no repairs?
39. How do you think you can increase your knowledge of repairs and make sure you are retaining your training?
40. What is your availability?
41. Do you have any plans in the immediate future that you would need time off for?
42. What are your expectations for compensation?
43. How long do you see yourself being here if hired?
44. Can you work at any of our 3 locations?
45. Do you have any questions for us?