



Automate • Grow • Sell
The Ultimate **ROCKSTAR** Employee Toolkit

INTERVIEW QUESTIONS FOR TECHS

By Brian Hegarty



Name:

Date:

REMEMBER THIS:

All applicants *will say anything* to get a job.

They need three character traits. They must be hungry, humble and have people smarts.

SET JOB EXPECTATIONS.

Office staff have very busy day with lots of calls and interruptions

Techs need to know this can be *12 hour days in the heat, rain and wind. Walking on roofs and getting dirty. We work Saturdays.*

Sales must know it is all commission and they have to hustle. *Honesty comes before profits.*

They will exaggerate their capabilities. If they were that awesome they would still be working at their last job.

Make sure we are a *step up* not down for them.

Prior to the interview they *must provide their last paystub, three of their last jobs/ references with phone numbers and a contact person, fill out the application form and we must have done reference checks with previous employers.*

Never hire someone who is "good enough;" always **wait for the best.**

Waiting to hire the right person for a role is painful, *but will save you time, money and your sanity in the long run.* They are out there and you will find them.

DETERMINE IF THEY ARE HUNGRY

"What is the hardest you've ever worked on anything in your life?" Look for accomplishments they are proud of like 4.0 grade average, promotions, buying a house by working three jobs.



“What kinds of hours do you generally work?” A Players have 2 jobs and work long hours. If you're hearing 9-5 M-F and no overtime they are probably not an A Player.

“How many jobs do you have right now?” Hungry people generally have more than one job. A Players sometimes have one job but work long hours.

“Did you have a job when you were a teenager?” Ask for specifics like. “What did you do at that job?”

“Have you played any team sports before?” If they played sports find out how their team did and what their role was. Lots of people play sports because their parents make them. Find out whose idea it was. If they dropped out ask why. There could be a lack of motivation which is not A Player.

“What time do you normally get up on a weekday? How about the weekend?” Getting up early is an A Player trait. They get more work done or go to the gym first thing.

“Do you go to the gym? How often? What do you do there? Why do you go?” Look for consistency, hard workouts, they care about their appearance.

“What’s the best job you ever had?”

“What made it the best?” Listen to this to find out if they liked the work or the people at work.



“Describe your best boss” Why was he/she the best? *This can tell you if they need constant encouragement and positive feedback. A Players will tell you about happy environments, hard work, pulling together as a team.*

“What do you do in your free time?” *Find out if their hobbies and interests will conflict with work. If they read self help books or business books they are hungry. Team sports, work with their hands are good signs. Watch for gamers or movie fanatics they're not A Player traits. A Players are active.*

“Describe your life 5 years from now” *Look for goals like buy a house, be a manager, own my own business, go to school.*

“What is your passion in life? What do you like to do when you're not working?” *Look out for too many time-consuming hobbies that suggest the candidate sees the job as a means to do other things. A Players are passionate about life and the activities they do after work. Listen to how they talk when describing their passion and watch their expressions.*

“Which book are you currently reading?” *Passionate people tend to read books or listen to audio books to improve their skills. Whether the books are specific to a skill such as sales and marketing or they're reading a book focused on self-development doesn't matter, they are all good signs.*

A Players are always looking for ways to improve their skills or person. Fantasy books and novels usually are a sign they are not A Players.

What's the one thing you've accomplished in your life/career that you're most proud of? *Look for promotions, hitting sales goals every month for a year. With younger candidates ask about their school work or after school activities... look for “we” not “I” to test for humility.*



“What do you do for fun?” Look for people who work hard at having fun. They volunteer, go to the gym, do fitness runs and challenges. A Players also learn new skills and languages.

“What motivates you to come into work every day?” Everyone goes to work to pay the bills, A Players have a different reason like the challenge, learning new skills, discovery, they are excited about work.

“Why do you think you’re a good fit for the position?”

“Are you currently reading a job-related book? If so, which one?”

“What was the last job-related class or course you took?” If they continue to learn new skills it’s a good sign of an A Player.

ARE THEY HUMBLE?

“When we call your supervisor how would he/she describe the way you treat clients and fellow team members?”

“If I were to ask your fellow workers to assess your level of humility what would they say?”



“Tell me about a time you were taken advantage of.” Look for “victim” status. If they are always being taken advantage of it might be an indicator of someone who enjoys being the victim and getting to complain about it.

“Describe the most embarrassing moment of your career. Or biggest failure” Look for whether they are mortified or celebrate it as a learning experience.

“How did you handle the embarrassment or failure?” Laughter here is a good sign.

“Describe your greatest weakness?” Everyone has a negative weakness and A Players are willing to share it. Watch for the “fake” weakness like “I’m too giving” or “I’ve been told I’m too humble” they show the applicant has practiced interviewing. If they give you one of these answers say “that” doesn’t sound like a weakness to me it sound like a strength, give me a real weakness.

“I’d really like to know what you’d like to change about yourself or better yet what your best friends think you need to work on.” Using a third party like a “friend” lets them get them thinking and more relaxed. It is easier to talk about your weakness from “others” point of view then to talk about yourself.

“How do you handle apologies, either giving or accepting them? Tell me a story?” A Players generally have a story and are not afraid to be responsible and sorry. Look for blaming others.

“Tell me about someone who is better than you in an area that matters to you.” Look for a genuine appreciation.



“Tell me about a problem you were tasked with solving in your current job. How did you fix it?”

A Players are good at solving problems and don't need too much oversight.

“Tell me about a time where you seriously messed up and had to be reprimanded and/or corrected? Tell me about how you felt and what you did about that reprimand?” *Everyone screws up. Look for honesty and ownership.*

DO THEY HAVE PEOPLE SMARTS?

“How would you describe your personality?” *People who seem confused by this or can't come up with an answer usually are not people smart. Look for how accurate their self assessment is compared to what you're seeing.*

“What kind of people annoy you the most, and how do you deal with them?” *Everyone is bothered by somebody, if they say they get along with everyone they are not being honest. Ask “not even the guy who is driving 35 in the fast lane and holding traffic up”?*

GENERAL FOR EVERYONE

Check these answers against the reference check answers.

How would your last employer describe you:

- *Job performance:*
- *Honesty:*
- *Work ethic:*
- *Attitude:*

“Good” is not an acceptable answer to these question.



“When we speak with your previous supervisors how many days will they tell me you had to either leave work or not come to work for personal or family matters?”

“How many days were you late to work in the last year?”

“If you have children who takes care of them in an emergency?”

DREAMER OR VISIONARY?

The objective here is to see if *they are realistic, dreamer or a visionary*. A Players usually have a plan and dream a lot. If they are a superstar try to see if you can create their ideal job or add it to a current position in your business. *Good help is hard to find* so find something for A Players to do.

(Ask all these questions at once)

“Describe your ideal job?”

“What duties would you perform in you ideal job?”

“Have you ever performed these duties in another job?”

“How many days a week would you work in your ideal job?”



“How many hours a day would you work in your ideal job?”

“How much would you get paid per hour or per week?”

Ego

“How do you want to be remembered when you die?”

WORK ETHIC

“Describe the hardest job you ever had?”

FIND OUT WHAT THEY KNOW ABOUT US.

If they know a lot they have done their homework and are hungry.

“What do you like about our business? How would you change what you don't like?” *Determine if they did their homework and if they really know what they are applying for. Look for problem solvers not whiners. See if they talk more about the solution than the problem.*



“Why do you want to work at this company and what are your expectations?” You need to know if people want to join your company for the right reasons. Look for culture fit, realistic expectations and a purpose other than money.

SELF AWARENESS

“Who inspires you and why?” See who they admire and if they try to be like that person.

“How do you rely on others to make you better?” Knowing that they are not perfect and have to work on themselves is important. See who they lean on when times are tough.

WINNER OR WHINER?

Describe how you agree or disagree with the following statements:

	Agree	Disagree
- The day ends and I can separate work from my personal life.	☐	☐
- If I have work I didn't finish I take it home to finish.	☐	☐
- My personal life is very important to me.	☐	☐
- My work life is very important to me.	☐	☐
- If I have problems at home they do not affect my work.	☐	☐

Victims or complainers are toxic Look out for “balance” answers or people who say work and home are completely separate they are most likely not A Players



CANDIDATES WHO ARE WINNERS

“Give me some examples of how you have grown in your personal and professional life”

INTERVIEW QUESTIONS THAT REFLECT ATTITUDE

“Tell me about a time that you caused an issue with your team and how you managed it?”

“Have you had any differences with your previous managers? If so, how did you handle them?”

“Have you ever felt that your skills were being overlooked? What did you do to improve the situation?”

*While you want to avoid direct questions about how the candidate was treated in previous jobs (such questions could lead to possible legal hiring action), you can listen for how the candidate handled various situations with their co-workers and managers. Someone once said, if John has a problem with Susan and John has a problem with Mark and John has a problem with Mary and Joe, then John is the problem. **Whiners create problems from companies. Winners create positive results for companies.***

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TOXIC TEST

Ask for the five things the person liked least about his or her last (or current) company. Asking for one thing is pretty common. Asking for five pressures the person to reveal either strategic insights or signs of toxicity.



“Describe an experience in which things did not turn out as hoped. Why did that happen?”

One type of toxic employee is the perpetual victim who feels that anything that went bad was someone else's fault. If they only blame others for the problem and never admit their own faults, you have a red flag that they might do this at your company later on.

GENERAL FOR OFFICE STAFF

“Describe how to make an invoice in Quickbooks.”

“Where would you look for a client's past invoices?”

“How do you enter a vendor's bill for payment?”

GENERAL FOR TECHS

“What is the longest day you ever worked?”

“Describe the worst job you ever had?”

“Did you ever drive a truck with a trailer? When for who?”



“Do you prefer to be supervised or a supervisor?”

“When a crisis or emergency occurs at work, do you tend to take charge or call for help?”

“What would you do if you were working here and won the lottery for 5 million?”

“Do you have any injuries?”

“Have you had any operations?”

“When is the last time you were on a roof? How high was it?”

FINAL IMPRESSIONS OF THE CANDIDATE

One final suggestion -- notice how you feel when an interviewee walks in the room and when they walk out of the interview.

Use Facebook and LinkedIn to do more research on the candidate. Check out their posts, what they like, and what they share to get a better idea of their personality.



Brian Hegarty