

Sample interview questions are on the next page. You could ask as many or as little of these.

Honestly the in-person interview is more about what's not said, in my opinion. Below are the things that I'm generally trying to gauge from the in-person interview, and I just change the questions based on which things I'd like more details about.

For example, if I don't know if they are interested in this job / tech. I ask the "Apple or Android" question. If they've never fixed anything, I may probe them to try and explain to me how they would go about fixing something to try and gauge how logical they are.

1. Personality
  - How they respond to questions (eye contact, speak clearly, use full sentences, little slang, ect.)
  - Attitude / demeanor
    - Mostly to see how they handle criticism / coaching. Is this person trainable?
  - Will they have a problem talking to customers
  - Will they get along well with everyone and work with team?
2. Ethics
  - Usually (1) question regarding what to do if they damage a device or are unsure if they damaged it. How do they handle this? Don't want people who have zero accountability.
3. Are they taking this interview seriously and put in effort?
  - Punctuality and appearance. It's less about how dressed up they are, and more just about looking like an actual conscious effort was made to look presentable.
  - Stable transportation
  - Do they want **this** job or just want **a** job? There is a big difference.
4. Self-motivation
  - "What was the last thing you fixed?" Have they ever fixed anything, how did they find out how to fix it? Trying to see if this person will be able to think logically / critically when dealing with issues.

## Initial Introduction

- Review the smartphone technician career description as well as duties and responsibilities that are expected
- Diagnose, troubleshoot and repair devices
- Provide recommendations for problem resolution
- Explain complex technical issues to customers in a non-technical, simple to understand manner
- Provide repair and replacement estimates to customers
- Ensure that all repairs meet or exceed uBreakiFix quality standards
- Greet customers in a friendly manner and maintain a positive work environment
- Answer phone calls to the store with a professional, courteous and friendly demeanor
- Ensure that customers have an enjoyable experience by providing superior customer service and exceeding customer expectations
- Keep track of all devices and inventory while safeguarding all store stock
- Utilize the point of sale system to maintain an accurate record of customer information and a real-time status of each repair
- Maintain the cleanliness and professional appearance of the store

Ask the interviewee to briefly explain about their experience and job history				
1	2	3	4	5

<p>Ask the interviewee why they left certain jobs on their resume</p> <p>* Frequent job switching is a red flag.</p>
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1	2	3	4	5

Do you have a reliable form of transportation?				
1	2	3	4	5

Interview Questionnaire

How did you find out about uBreakiFix? Why did you choose to apply at uBreakiFix?				

1	2	3	4	5

What computer software, programs, or web applications are you proficient with?				
1	2	3	4	5

How would you rate your customer service skills and why?				

1	2	3	4	5

What do you do to ensure a customer has an excellent experience?				
1	2	3	4	5

Tell me about a time where you had to deal with an irate and unreasonable customer. Explain the situation and the resolution. (Adjust question to use specific items in the resume to build an example.)				

1	2	3	4	5

Say you are the owner of the store and have complete authority of how to treat customer escalations. Yesterday you repaired the front glass for a customer. The glass costs you \$20 and the customer paid \$120. The customer has come back in today with the same phone and the glass is clearly broken from accidental damage, which is not covered by our warranty. They are clearly upset. What would you do?

1	2	3	4	5

How would you rate your salesmanship and why?

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1	2	3	4	5

How do you stay motivated to sell the same product or service consistently?				
1	2	3	4	5

Tell me about a time in your experiences where you had to sell a product, service or idea to a customer. Explain the situation and the outcome. (Adjust question to use specific items in the resume to build an example.)				

1	2	3	4	5
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Say you have picked up the phone at uBreakiFix and educated the customer on the repair price, our warranty and free diagnostic service. What is a line you could say before hanging up to influence the customer to come to the store?

1	2	3	4	5

If you were repairing a device and a manager asked you to do the repair a certain way, but you had a different more efficient way to do the same task, what would you do?

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1	2	3	4	5
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In what way do you learn best? Give an example.

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1	2	3	4	5
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How do you handle constructive feedback? Tell me about a time you received constructive feedback on your performance. How did you feel and what was the outcome?

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1	2	3	4	5
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What motivates you in the workplace?

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Do you work well in a team-based environment? How do you motivate others around you?

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If you were handed a device that you did not know how to fix and no one around you could help you with the check-in process, how would you ensure you created confidence in the customer leaving the device with you?

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1	2	3	4	5
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In the same situation you must now complete the repair, what would you do to ensure it was done correctly?

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1	2	3	4	5
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If you, for whatever reason, damaged a customer device beyond repair, how would inform the customer and what steps would you take to find a solution?

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What is your availability and earliest start date?

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Personality Rating

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1	2	3	4	5
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Other:

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1	2	3	4	5
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Overall Rating

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1	2	3	4	5
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