



THE HIRE TALENT
A TALENT ASSESSMENT COMPANY

Interview Questions Service Technician

Drive trucks or other vehicles over established routes or within an established territory and sell or deliver goods, such as food products, including restaurant take-out items, or pick up or deliver items such as commercial laundry. May also take orders, collect payment, or stock merchandise at point of delivery. Includes newspaper delivery drivers.

Resource Planning and Time Management

- Tell me how you plan your route. Describe the longest route you managed.
- What does a typical day as a driver look like?
- Tell me about a time when you had to wait on others before making a delivery.
- How do you keep your deliveries organized?
- What software programs have you used to track entries, take orders, and collect payments?

Teamwork and Communication

- How do you keep your boss informed of your work?
- What information is important to share with your supervisor and colleagues?

Safety and Stamina

- What safety precautions do you take in your work?
- What would be the first thing you do if you got into an accident while driving for us?
- Do you have any tickets on your driving record?
- Are you physically able to lift and transition large packages from the delivery truck?

Driving Skills

- Why are you interested in driving?
- What training have you had? What licenses/certifications do you have?
- Tell me about your driving experience.

Composure and Customer Service

- What does customer service mean to you?
- Tell me about a time you had to deal with an unjustified complaint from a customer.
- Tell me about a conflict you handled well and one you didn't handle well.
- How do you decide when to involve your manager with a customer's concern?
- Tell me a time when you deviated from standard procedure when addressing a customer's concern.
- What process do you use to calm an upset customer?

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“I feel as though I have a ready consultant on my shoulder ready to assist and discuss with me any difficult choices that result from the results of the testing. They have this area nailed, and I am very satisfied and content with the system.”

“All of the people I have hired since going through the FACT-based Hiring System have been my top performers. The system has greatly improved my team!”

“I love the performance management software! It allows me to keep track of all my hires and their metrics in one place! We have been able to push our hiring process faster than ever before!”

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