

CANDIDATE	INTERVIEWER	DATE	STAGE
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INTERVIEW QUESTIONS · HVAC RESIDENTIAL SERVICE TECHNICIAN

1	Do you know how to read blueprints and schematics?	1 2 3 4 5	
2	What experience do you have with HVAC Residential Service Technician work?	1 2 3 4 5	
3	How would you describe your approach to problem-solving?	1 2 3 4 5	
4	Can you explain the process of performing a tune-up on an HVAC system?	1 2 3 4 5	
5	Have you ever received any formal training in HVAC Residential Service Technician work?	1 2 3 4 5	
6	Tell me about a time when you had to diagnose and solve a problem with an HVAC unit.	1 2 3 4 5	
7	Describe a situation where you had to work with a customer who was unhappy with their service.	1 2 3 4 5	
8	What would you do if you encountered a problem with an HVAC unit while on duty?	1 2 3 4 5	
9	What type of training or education do you have in HVAC technology?	1 2 3 4 5	
10	Are you familiar with the National Electrical Code (NEC)?	1 2 3 4 5	
11	What are some of the most common problems that occur with HVAC systems?	1 2 3 4 5	

OVERALL ASSESSMENT

CRITERIA	SCORE (1-5)	NOTES
Educational Background Appropriate qualifications or training for the position.	1 2 3 4 5	
Prior Work Experience Skills or qualifications acquired through past work.	1 2 3 4 5	
Qualifications / Experience The technical skills the position actually needs.	1 2 3 4 5	
Problem Solving Abilities Demonstrated critical problem-solving.	1 2 3 4 5	
Communication Team building and communication skills.	1 2 3 4 5	
Organizational Fit Would this hire steer the organization the right way?	1 2 3 4 5	

CRITERIA

SCORE (1-5) NOTES

Directional Fit

A step forward, or backward, in their career?

① ② ③ ④ ⑤

RECOMMENDATION

☐ Advance ☐ Hold ☐ Decline

1 = well below the bar · 3 = meets it · 5 = clearly above it

AvaHR — hiring software for teams without a recruiter
Use the same scorecard for every candidate in this role.