

| CANDIDATE | INTERVIEWER | DATE | STAGE |
|-----------|-------------|------|-------|
|-----------|-------------|------|-------|

INTERVIEW QUESTIONS · HVAC SERVICE TECHNICIAN

|    |                                                                                     |           |  |
|----|-------------------------------------------------------------------------------------|-----------|--|
| 1  | What experience do you have?                                                        | 1 2 3 4 5 |  |
| 2  | What type of HVAC systems are you familiar with?                                    | 1 2 3 4 5 |  |
| 3  | How would you go about diagnosing and repairing an issue with an HVAC system?       | 1 2 3 4 5 |  |
| 4  | What personal protective gear do you typically wear when working on an HVAC system? | 1 2 3 4 5 |  |
| 5  | Have you ever had to deal with hazardous materials while working on an HVAC system? | 1 2 3 4 5 |  |
| 6  | How would you handle a customer who is angry or upset?                              | 1 2 3 4 5 |  |
| 7  | What do you think is the most important skill for an HVAC Service Technician?       | 1 2 3 4 5 |  |
| 8  | What personal protective gear do you typically wear when working on an HVAC system? | 1 2 3 4 5 |  |
| 9  | How would you approach resolving an issue with a heating or cooling system?         | 1 2 3 4 5 |  |
| 10 | Are you licensed and insured?                                                       | 1 2 3 4 5 |  |

OVERALL ASSESSMENT

| CRITERIA                                                                                  | SCORE (1-5) | NOTES |
|-------------------------------------------------------------------------------------------|-------------|-------|
| <b>Educational Background</b><br>Appropriate qualifications or training for the position. | 1 2 3 4 5   |       |
| <b>Prior Work Experience</b><br>Skills or qualifications acquired through past work.      | 1 2 3 4 5   |       |
| <b>Qualifications / Experience</b><br>The technical skills the position actually needs.   | 1 2 3 4 5   |       |
| <b>Problem Solving Abilities</b><br>Demonstrated critical problem-solving.                | 1 2 3 4 5   |       |
| <b>Communication</b><br>Team building and communication skills.                           | 1 2 3 4 5   |       |
| <b>Organizational Fit</b><br>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.