

## Second Interview



1. How did the last interview go?
2. Any questions you thought of after it?
3. Anything that came up in the last interview that you want to clarify?
4. What are the takeaways from this job/what do you gain from it, aside from the money?
5. Looks like you are looking to work in \_\_\_\_\_ location, are you flexible on location?
6. Do you prefer individual work, or working in a team?
7. Are you a competitive person? Would you be motivated by the incentives, or are you just the type that likes to go about their day and worry about your own tasks?
8. What are your strengths and weaknesses?
9. What job have u had in the past that u think would be the most relevant experience or provides with the most transferable skills?
10. How many hours a week is too many hours for you?
11. Ok do you have any remaining or final questions about anything regarding the job or the company? Any questions
12. On a scale from 1-10, how are you interested in pursuing this position? Why are you so certain? /What are your reservations?

**\*\*Ensure all points of "Important They Understand" were hit on in the first interview\*\***

## First Interview



1. Introduce yourself, your history with the company, and the company's history/background.
2. Give a "day in the life" of a technician.
3. Ask what they are currently doing, or what they were most recently doing for work.

### Typical Interview Questions

4. Where did you hear about the job?
5. Where are you located?
6. Why did you apply/why did the job appeal to you?
7. Do you have a driver's license/Class of driver's license?
8. Clean driving record?
9. Work history, least recent to most recent?
10. Favourite job that you have had, least favourite job?
11. What makes you, or your application stand out?
12. What other commitments do you have this summer?
13. How many hours are too many hours?
14. Are you over 21? (always elaborate that our insurance requires our drivers to be 21)

### Features/Benefits to Mention

15. Furnished company housing is offered rent free. (for **most** student techs)
16. 35% commission on any new sales made.
17. Company truck provided with gas card.
18. Production bonuses and weekly incentives.
19. Customer service experience.
20. Opportunities for advancement.
21. Strong retention.
22. Opportunity to work outside, with your friends.
23. You work independently, are expected to create great relationships with customers.
24. Flexible schedule.
25. Licensing exam is paid for, we will help them pass the exam, and once they have their license it is their own and they never have to retest for it and it is transferable to other provinces if they move!
13. We offer benefits.
14. Lots of opportunity to advance, branch managers can make 6 figures with potential bonuses. We have had a technician advance to branch manager within 6 months.
15. We pay overtime. Which most companies don't.
16. Unlike all other bug companies we don't do bed bugs, or roaches.
17. Not physically demanding job.

### Important They Understand

26. Possibility of long drive times, drive time is paid only 1 way; the way home.
27. They will be expected to work every other Saturday, if required, their first summer with us. (if understaffed)
28. Long days in the summer, expect over time - **potentially** shorter days in the winter, but goal is 8 hours.
29. "We are a customer service company, that happens to do pest control" Customer service is the most important part of the job.
30. They must request time off during the summer with as much notice as possible, if it's a popular requested time, it may be denied. Also, they should keep time off during the summer to a minimum as much as possible.
31. Summers are always chaotic, expect issues with new sales sold improperly, dealing with these issues is a part of the job, however, the rest of the year is much more relaxed.
32. Ask them if they are good to work the Saturday/Sunday over the long weekends ie : Victoria Day, Canada Day, etc