

# SAMEPLE INTERVIEW QUESTIONS

- 1.) We both know that scrubbing toilets is nobody's lifelong dream, so why do you really want to work for us? The purpose for this question is to judge the person's intentions and character. It's not a typical interview question, which throws them off and forces them to answer genuinely.
  
- 2.) Tell me about your cleaning experience. This question doesn't really have a right or wrong answer unless you detect the person being deceitful about his/her experience. If the person has experience, it's good because that may make his/her transition into the position an easy. If the person doesn't have experience, it's also good because then you can teach them your procedure for doing things without having to worry about him/her reverting to poor tactics learned with other companies. Remember, experience is not a substitute for training. You still must train each new employee the same.
  
- 3.) Do you have, and will you be able to maintain a working cell phone and reliable transportation? The purpose for the question is to help you gage the person's stability. Unstable people could be turn out to be good hires because the really need the income you will provide; but in most cases, and unstable person is not the ideal candidate because they are usually unreliable. People who always have problems, tend to always have problems. They usually don't realize that in most cases, it's their habits that is causing these recurring unfortunate circumstances. Make having a working cell phone and reliable transportation a job requirement. Public transportation can be considered a valid means upon your own judgement.
  
- 4.) How would you handle a customer who says to you "that floor wasn't mopped," even though you know for a fact that you did mop the floor in question? The purpose of this question is to try and gage the temperament of the candidate. Customer service is important and you need workers who value the customer just as much as you do. Having the perfect answer to this question isn't that important because you will teach them how to handle those situations once they are hired. The thing you are looking for here is to see if the person will overact or not. You don't want employees with bad attitudes, who don't value your customers.

5.) What would you do if you found a \$100 bill under a desk while vacuuming an office?

The answer you are looking for should involve them not touching the money at all. It would be even better if they called you or the customer to report it immediately. Once they are hired, you can teach the proper protocol in this situation. For now, you just want to make sure that the person has the sense to know not to touch it all. If there was an instance where it was just some loose change on this floor, I wouldn't mind them picking it up and placing it on the desk, to continue vacuuming.

6.) How soon can you start? Even if you have a start date already set, you ask this question because it can help you gauge the person's drive and seriousness about working. If they don't have any other job or obligations (i.e. children, major events coming up) the answer should be ASAP. If they tell you they can start the following Monday, and they don't have any other real obligations, this could indicate that the person is lazy and will not be a good fit for the position.