

Pre-Employment Survey

Name: _____

Date: _____

Please indicate your answers to the following questions:

- 1** How many years of experience do you have working as a service technician (service only)?
- 0-5
 - 6-10
 - Over 10
- 2** How did you learn your skills?
- On the job
 - Attended trade school
 - Online learning
 - Apprenticeship
 - Other: _____
- 3** How do you rate your diagnostic skills compared to other HVAC service technicians?
- Far above most of my peers
 - Above average
 - Average
 - Entry level
- 4** If hired, do you feel attending basic troubleshooting training classes would be beneficial to your job performance? (compressors, superheat, airflow, subcooling, piping etc.)
- I already know everything
 - Yes that type of training would be helpful
 - All of the information I need is available on sites like Youtube or I can get that type of information by calling the local wholesaler tech rep.
- 5** When you attend training programs put on at wholesaler locations, which of the following best describes how you feel at the end of the program:
- It was OK but mostly a refresher of what I already knew.
 - I always learn something new and it was worth my time.
 - I knew more than the instructor and wish I had not attended.
- 6** How often do you use your cell phone to call manufacturer reps for help?
- Often
 - Rarely
 - Never
- 7** Do you feel it is necessary to attend product specific training classes, such as variable speed furnace classes, that focus on a specific product?
- Yes, it is necessary to learn specific service information for that product.
 - No, I have been doing this long enough and have enough experience to service these types of products without attending a training class.
- 8** From your experiences, most service problems are related to: (Select the two you feel most strongly are correct.)
- Part failures due to manufacturer defects
 - Installation/application errors
 - Lack of maintenance
 - Failure due to equipment age
- 9** Indicate which of the following tools you own:
- Digital or mechanical sling psychrometer
 - Refrigerant valve core removal tool
 - Micron gauge
 - Dual port manometer
 - Static pressure probes
 - TechMate Pro or equivalent
- 10** If hired, how would you feel about having to ask someone for information to help solve a service problem that is giving you difficulty?
- I would rather figure it out myself.
 - I would appreciate the help.
 - I have never asked anybody for help solving a problem. I honestly pretty much know everything about this field.
- Other: _____