

Instructions:

Please print the attached file and just have them available during the webinar. You don't need to do anything with them until then with one exception.

There is one sheet with interview questions organized in a table. Please print those, and cut them into individual cards. Have them available at the webinar.

See you soon.

Jodie

## Interview Questions

Take a pair of scissors and cut these into individual strips. Have them available during the webinar.

<p>Please walk me through your resume and work experience.</p>	<p>Tell me about a time you had to deal with a difficult patient/customer.</p>
<p>What qualities make you a good certified nursing assistant?</p>	<p>What are your strengths?</p>
<p>Where do you see yourself 5 years from now?</p>	<p>What are your weaknesses?</p>
<p>Give me an example of a time you dealt with a conflict on the job or at school? Tell me how you handled it.</p>	<p>What would your former co-workers say about you?</p>
<p>Tell me a little about yourself.</p>	<p>Why do you think you are the best person for this job?</p>
<p>What made you want to pursue a career in truck driving?</p>	<p>Why did you leave your last job?</p>

## WANT AD IN INDEED.COM

Position: Experienced HVAC Installer Climate Control Heating a

DBA of Specialty Heating & Cooling is looking for an experienced HVAC Installer join our team in Tigard.

We offer full time, year-round work, great benefits package and an incredible team to work with!

Work Hours: 8:00 am to 4:00 pm; some weekends and evenings may be required

### **Primary Job Function:**

To install heating and air conditioning systems to company standards providing the customer with a high-quality experience.

Reports to: Installation Manager/Foreman

### **Required Qualifications:**

The right candidate must have a minimum of 3 years of experience in the field. •

Start up and trouble shoot furnaces, air handlers, heat pumps and condensing units •

Proficient at residential and light commercial installations •

Good understanding of line and low voltage wiring, relays, transformers, wiring diagrams •

Excellent customer relations skills.

Experience in layout, design, fabrication and installation of duct work

Advanced knowledge of tools, testing devices used to adjust, clean and calibrate systems

Basic fabrication knowledge of sheet metal fittings •

Ability to train entry level personal

## Who is the best candidate for the job on paper?

Please read through the job description, the cover letters and resumes submitted by the two applicants. Please rate each applicant based on the scoring chart below.

If an applicant shows no evidence of a requirement, then give the applicant a zero in that particular category. If the applicant does not clearly state that he has the specific skill or requirement but it can be inferred, then give him a 1. If the candidate clearly addresses the skill or requirement, then award him a 2 in that category.

Rating	Numerical Score	Description of Score
Does not meet	0	(no evidence)
Might Meet	1	(not clear in resume or cover letter that candidate has specified skill/requirement)
Does meet	2	(clear evidence in resume or cover letter that skill/requirement has been met).

	Miguel	Michael
3 years' experience		
Start up and troubleshoot furnaces, air handlers, heat pumps and condensation units		
Residential and commercial experience		
Understands low voltage wiring, relays, transformers, wiring diagrams		
Excellent customer relations skills		
Experienced in layout, design, fabrication and installation of duct work		
Knowledge of tools, testing devices used to adjust, clean and calibrate systems		
Ability to train entry level personnel		
<b>TOTAL SCORE:</b>		

Miguel Rodriguez

1168 Summit Avenue

Tigard, OR

915-542-5412

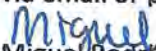
rodriguezvac@gmail.com

Dear Sir:

I am replying to the ad that I saw on Indeed.com for an HVAC Installer/Technician.

Enclosed please find my resume which outlines my training and my work experience. I believe that I have the right combination of skills for this position. In the time that I have been with Blue Cross, I have kept maintenance records on the work that I have done; I have installed new HVAC equipment; and have enjoyed the work.

It would be my pleasure to meet you to discuss my qualifications further. Please contact me at any time via email or phone. Thank you for your time and consideration.

  
Miguel Rodriguez



# MIGUEL RODRIGUEZ

HVAC, REFRIGERATION & ENERGY SUSTAINABILITY |  
RODRIGUEZHVAC@GMAIL.COM - (915) 542-5412

## OBJECTIVE

Looking for a position where I will successfully utilize my HVAC Knowledge and Skills to increase productivity. Highly knowledgeable in the installation, repair and maintenance of cooling, refrigeration and heating equipment.

## SKILLS

Bilingual  
Equipment Installation  
Blueprint Interpretation  
Outstanding Customer Service  
Preventive Maintenance  
Welding & Fabrication  
Safety & Compliance

## EXPERIENCE

### HVAC • BLUE CROSS • 05/2017 – CURRENT

- Retained careful and thorough maintenance & Repair records.
- Installed Air Conditioning & Refrigeration equipment
- Test Equipment for proper operation.
- Analyzed, modified and repair digital control system

### AGRICULTURE WORKER • SUN VALLEY PECAN CO • 04/2000 – 12/2016

- Picking/Sorting
- Packing
- Processing
- Cleaning

## EDUCATION

WESTERN TECH COLLEGE • 04/2017 • HVAC  
Certificate/License of completion – HVAC & Welding

TORNILLO HIGH SCHOOL • 06/1999 •  
General Studies - Diploma



EMAIL



TWITTER HANDLE



TELEPHONE



LINKEDIN URL



**Michael Rodriguez**

101 Hickory Lane

Tigard, Oregon

915-542-5412

October 10, 2020

Dear Sir/Madam:

I am interested in a position as a HVAC Installer with Specialty Heating and Cooling Company in Tigard, Oregon.

I have spent the last three years as an HVAC Technician and Service Installer in Salem, OR working on large systems and small, commercial, and residential. My employer, Blue Cross Plumbing and Heating AC is one of a handful of companies who are HVAC specialist in the area and as such we worked on all systems.

Over the years, I have trained new employees with no former experience in the field how to service and install HVAC systems. Generally, new employees worked under me for months until they had enough experience to do jobs on their own. As a result, I operated as a technician, trainer, and evaluator.

As an EPA Universal certified technician and a Certified Trane Comfort Specialist, I am a quick study for any certifications or licenses that are required or preferred.

I am available for a phone interview followed by an in-person interview for any positions that you have available now or in the future I can be reached at 915-542-5412 or at rodriguezvac@gmail.com. I am excited to discuss opportunities with you and look forward to hearing from you.

Respectfully,



Michael Rodriguez



# MICHAEL RODRIGUEZ

HVAC REFRIGERATION & ENERGY SUSTAINABILITY  
RODRIGUEZHVAC@GMAIL.COM

## OBJECTIVE

Looking for a position where I will successfully utilize my HVAC Knowledge and Skills to increase productivity. Highly knowledgeable in the installation, repair and maintenance of cooling, refrigeration and heating equipment.

## SKILLS

Bilingual  
Equipment Installation  
Blueprint Interpretation  
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## EDUCATION

WESTERN TECH COLLEGE •  
04/2017 • HVAC  
Certificate/License of  
completion – HVAC &  
Welding

TORNILLO HIGH SCHOOL •  
06/1999 •  
General Studies - Diploma

## EXPERIENCE

### HVAC • BLUE CROSS • 05/2017 – CURRENT

- Retained careful and thorough maintenance & Repair records.
- Test Equipment for proper operation.
- Analyzed, modified and repair digital control system
- Install, trouble-shoot, maintain, test and repair heating, and air conditioning equipment including gas lines, vent pipes, copper tubing and high and low voltage electrical wiring at both residential and commercial job sites.
- Performed installation of gas furnaces, heat pumps, boilers, and air conditioners.
- Serviced pre-existing furnaces and air conditioners in both residential and commercial applications.
- Perform calculations for design and installation of duct work systems.
- Conduct scheduled maintenance inspections, and adjust, clean and calibrate various systems to assure proper system operations.
- Serve as point of contact between customers and company.
- Handle high pressure refrigerants. Clean and charge refrigerant systems.
- Assist in training of other technicians and staff in preventative maintenance of HVAC systems.
- Respond to emergency service requests.

### AGRICULTURE WORKER • SUN VALLEY PECAN CO • 04/2000 – 12/2016

- Participate in the inspection, grading, sorting, storage, and post-harvest treatment of crops.
- Load agricultural products into trucks, and drive trucks to market or storage facilities.
- Repair and maintain farm vehicles, implements, and mechanical equipment.
- Repair farm buildings, fences, and other structures
- Operate tractors, tractor-drawn machinery, and self-propelled machinery to plow, harrow and fertilize soil, or to plant, cultivate, spray and harvest crops.