

## Job Applicant Outline

### **Basnett Plumbing & Heating Job Interview Outline**

Welcome to Basnett Plumbing & Heating. BPH is looking for qualified people to join our team. We are looking for people that share the same values we do and are looking for an enjoyable place to work.

Below is the outline Basnett Plumbing & Heating follows for each interview process.

1. Complete employment application & driving record form
  - ❖ We require a satisfactory driving record to move to the next step in the hiring process.
2. Phone interview
  - ❖ Short discussion with some general questions—it's also a good time for you to ask questions about our company. At that point if we determine you may be a potential candidate, we will ask if you are interested in moving to the next step.
3. 1<sup>st</sup> onsite interview
  - ❖ Onsite interview including more detailed technical & behavioral questions and some hypothetical customer service situations. We may have 2 to 3 managers in this interview. This will also give you the opportunity to determine if we are the company you would like to work with. If we mutually agree, we move onto the next step
4. Proficiency exam / Online Evaluation
  - This section may or may not apply to your specific position***
  - ❖ We **may** ask you to take a written exam to determine your technical knowledge for your desired position. This exam will take between 1-1/2 – 4 hours depending on your career focus and your field knowledge. This exam can be taken this day or scheduled for a later date.
  - ❖ We **may** also ask you to complete an online evaluation to determine your hidden skill set. It will take about 30 minutes. This will help us determine what natural and adapted skills you have. It will also help determine what training you may need.
  - ❖ BPH management staff will review our findings and determine if we should take the next step. In the event things look good, we will call you to ask if would like to proceed to the next step.
5. 2<sup>nd</sup> onsite interview
  - ❖ This will consist of even more detailed technical & behavioral questions and more hypothetical questions than the 1<sup>st</sup> interview. We typically have 3 managers in this interview. This will give both of us the opportunity to mutually agree if Basnett Plumbing & Heating Inc. & you are the right fit.