

**Candidate Name:**

**Porter**

**1. What computer software do you have experience with?**

A: Do they have experience with MS Office Suite, Internet, Email, any industry software, etc.

**2. What interests you about working for this company?**

A: What do they know about Essex or your property? Did they do any research about us?

**3. Tell me about your most current job or position. What are/were your major responsibilities/duties?**

A: Do the skill sets needed in their current job transfer over to this position? Do they speak negatively about their previous job/employer--this could be a red flag.

**4. What is your favorite thing that you like to work on?**

A: This question simply goes to whether their desires match your needs.

**5. Tell me about a time when your supervisor criticized your work. How did you respond?**

A: Do they get defensive (read the non-verbal's) or do they just fix the problem and prevent it from happening again.

**6. Describe a time you exceeded the expectations of a customer or resident.**

A: This question will help you find out if they are passionate about customer service.

**7. Tell me about a suggestion you made to your supervisor to improve a process, product, or do something cheaper. Was it implemented? What was the result?**

A: Very important topic. Can they think outside of their day-to-day activities to pass on creative money or time-saving ideas? How did they handle it if the idea was not implemented?

**8. Why are you looking to make a job change?**

A: Why are they leaving? What was the cause? Could that cause be a potential problem for their relationship with Essex? If they are unemployed, why did they leave their last job?

**9. Sometimes, halfway through an important task or project, we are told to change our focus or priorities. Tell me about a time this happened to you what you did.**

A: This happens a lot at properties and shows whether or not the candidate can move fluidly from one project to another. In addition, it could go to teamwork where the candidate has to stop a task to help another employee out.

**10. Tell me about a time your supervisor brought your attention to something you missed. What did you do?**

A: How did they handle it? Can you sense any defensiveness? A follow up question would be how they prevented the mistake from happening again. It would be preferable if this were a part of their first answer.

**11. What are some tasks a Porter should be doing daily?**

A: Are the activities the candidate says appropriate and indicate some level of prior experience?