

Interview Questions

The following are lists of questions to ask during a candidate interview. They cover a range of areas—from questions relating to general employment to questions regarding behavior and ethics. A prepared list of questions helps to keep the interview on track and helps to ensure that all questions and topics are covered. A list of interview questions is also beneficial when multiple candidates are interviewed, as it allows the employer to make fair and accurate comparisons and considerations by examining different candidates' answers and responses to the same questions.

Below you will find:

- General Interview Questions applicable for all household employee candidates
- Additional application questions specific to job type (nanny, eldercare provider, housekeeper and household manager)

GENERAL INTERVIEW QUESTIONS

- What made you choose this particular field of work?
- What motivates you at work? What is important to you about the household you work for? In the past, in what ways have you demonstrated that you care about the work you do?
- What do you feel is the greatest strength that you bring to your job or your work? What is an area(s) in which you need or would like to improve? How do you plan to address this?
- How would you describe your ideal working conditions?
- What are your career plans for the future?

Educational Background:

- What is your educational background?
- How would you rate yourself academically?
- What are you doing now to develop your knowledge or talents? What have you done in the past to expand your knowledge in your field?
- What do you do to keep informed in your field?
- Tell me about a mistake you have made, in your current or previous positions, and what you did to resolve it.

Work History:

- Why are you leaving your current position (or why did you leave your most recent position)?

- Of your previous positions, which did you like the best and why? Which did you like the least? Which motivated you the most?
- Describe your relationship with the last household. What do you think that your employer or manager would say about your job performance?
- At work, what have been your major work accomplishments? What are you most proud of in regards to past experience and why?
- Describe your working relationships with others.

Behavior:

- Name a specific problem you faced on the job. How did you resolve it?
- Describe a time when you had to go above and beyond the call of duty to get the job done.
- What frustrates you about your job? How did you handle it and what was the result?
- What was the toughest decision that you had to make recently in your job? What was it, why was it difficult, and how did you handle the situation?
- Describe how you solved a problem in a unique way.

Ethical:

- What process do you use to resolve an ethical dilemma? What, if anything, would you have done differently?
- Tell us when it was necessary to make an exception to the rules to get something accomplished.

Learning Orientation:

- What do you feel is a specific weakness of yours and how did you overcome it? Be specific.

Results Focused:

- What is an accomplishment that you are especially proud of?

Change Orientation:

- Describe a time when you were faced with a change in your work environment. What was it and how did you handle it?
- Think of a situation in which when you were provided with very little instruction on how to perform a task. How did you proceed?

Additional application questions to use when hiring a NANNY.

- Do you have an educational background in child development?
- How many years of childcare experience do you have?
- What age will you care for?
- How many children will you care for?
- Have you experience in caring for multiples?
- Would you care for sick children?
- Would you care for children with special needs?
- Will you assist with homework?
- Will you tutor science?
- Reading?
- Foreign language?
- What childcare tasks are you willing to perform?
- Why are you interested in working in childcare?
- With respect to childcare, what activities would you organize on a daily or weekly basis?
- What is your philosophy on discipline?
- If you were a parent looking for a childcare provider, what characteristics would you look for in a provider? What would be most important to you in hiring a nanny or childcare provider?
- What are the most important characteristics you believe lend to a successful relationship between a childcare provider and parents?
- Briefly tell us about your family life (i.e., your parents, siblings, and/or children you have raised).

Additional application questions to use when hiring an ELDERCARE PROVIDER.

- Do you have experience working with an elderly or disabled person?
- How many years?
- Do you have experience working in a private household?
- How many years?
- What elder care responsibilities are you willing to perform?
- What household responsibilities are you willing to perform or assist with?
- Are you able to lift heavy objects (50 lbs or more)?
- Have you had medical training in transferring?
- Are you able to transfer someone from a wheelchair into a car?
- Are you able to transfer someone from a wheelchair into a bed?
- How do you handle someone who is angry, fearful, or upset?
- How do you handle someone who is downcast or depressed?
- Do you have experience caring for someone with mental problems, such as depression, dementia, or loss of memory? Please explain:
- Why do you want to work in eldercare?

Additional application questions to use when hiring a HOUSEKEEPER.

- What formal experience do you have as a housekeeper?
- How many years experience do you have in a private household?
- What is the largest property you have ever cleaned (sq. ft.)?
- Which housekeeping tasks are you willing to perform?
- Which laundry tasks are you willing to perform?
- Which ironing tasks are you willing to perform?
- Check ONE of the following that best describes your housekeeping standards:
 I have sloppy housekeeping standards
 I am a messy but happy housekeeper
 My housekeeping standards are average
 I am a neat and orderly housekeeper
- What are your housekeeping standards?
 I must have orderliness to function
 I always perform every task scrupulously and thoroughly.
- Please rate yourself on the following skills, using a 0-10 scale with 10 being the highest/best and 0 being the lowest/worst.
 Computer use
 Cooking
 Communication
 Problem solving
 Organizational
- Will you prepare meals for (please check all that apply):
 My employer's children only
 My employer's immediate family living within the household
 My employer's immediate family and household staff
 My employer's children and their playmates
 My employer's guests
 Any person within the household at that meal time, excluding vendors, service professionals and repairmen
 Anyone my employer requests me to feed
- Are you willing to work in a home with a child?
- What ages?
- How many?
- What is your personal style of service?

**Additional application questions to use when hiring a HOUSEHOLD
MANAGER.**

- Do you have formal experience as a household manager?
- How many years experience do you have in a private household?
- What is the largest property you have ever managed (sq. ft.)?
- What is the largest size of household staff you have managed?
- What household management tasks are you willing to perform?
- Please rate yourself on the following skills, using a 0-10 scale with 10 being the highest/best and 0 being the lowest/worst.

____ Communication
____ Problem solving
____ Formal service
____ Social etiquette
____ Personnel management
____ Leadership
____ Fiscal management
____ Negotiating skills
____ Computer skills

- Please describe your computer skills and list which programs you are proficient with.
- Are you willing to work in a home with a child?
- What ages?
- How many?
- What is your personal style of service?
- What is your style of management?
- Please describe any experience you have working with contractors.
- Please describe the kinds of household duties you are not willing to perform.