

Auto Glazier interview questions

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What to expect

The interview for an Auto Glazier role typically focuses on your technical skills, safety awareness, and customer service. Be prepared to discuss your experience with different glass types and ADAS calibration.

- **Technical:** Questions about your knowledge of glass replacement, tools, and ADAS calibration.
- **Safety:** Questions about WHS practices and how you maintain a safe work environment.
- **Behavioural:** Questions that ask you to describe past experiences, often using the STAR method.
- **Scenario:** Hypothetical situations to test your problem-solving and judgement under pressure.
- **Customer service:** Questions about how you interact with customers and explain technical details.

The interview usually starts with a phone screen, followed by a face-to-face or practical assessment. You may be asked to demonstrate a glass replacement or calibration task. The process typically involves meeting with a supervisor or workshop manager.

1. Can you walk me through the process of replacing a windscreen?

Why they ask

To assess your technical knowledge and ability to follow a systematic process.

How to structure your answer

Walk-through: Start with preparation, then removal, then installation, and finally calibration if needed. Be specific about tools and safety.

Example answer

"First, I prepare the vehicle by protecting the interior and exterior, and I gather the necessary tools like a windscreen removal tool, urethane adhesive applicator, and suction lifters. I remove the old windscreen carefully, using a cutting wire or knife to break the adhesive bond. Then I clean the frame and apply primer. I apply urethane adhesive to the new windscreen and use suction lifters to position it correctly. After ensuring proper alignment, I let the adhesive cure. If the vehicle has ADAS, I then calibrate the cameras and sensors using the appropriate equipment."

2. What safety precautions do you take when removing and installing glass?

Why they ask

To ensure you prioritise safety and comply with WHS regulations.

How to structure your answer

List key safety points: PPE, vehicle protection, tool safety, and safe handling of glass.

Example answer

"I always wear gloves and safety glasses to protect against cuts and debris. I use suction lifters to handle glass safely and avoid strain. I ensure the work area is clear and use wheel chocks to secure the vehicle. When cutting, I use proper tools and techniques to avoid shattering. I also follow WHS guidelines for adhesive use, ensuring good ventilation."

3. Tell me about a time you had to deal with a difficult customer.

Why they ask

To assess your customer service skills and ability to handle challenging situations.

How to structure your answer

STAR: Situation, Task, Action, Result.

Example answer

"Situation: A customer was upset because their windscreen replacement took longer than expected due to a complication with the ADAS calibration. Task: I needed to address their concerns and ensure satisfaction. Action: I explained the reason for the delay, apologised for the inconvenience, and offered to keep them updated. I also checked if they needed a loan car. Result: The customer appreciated the communication and left satisfied, and they returned for future work."

4. You're installing a windscreen and notice the ADAS camera isn't calibrating properly. What do you do?

Why they ask

To test your problem-solving and judgement under pressure.

How to structure your answer

Assess, diagnose, act: Describe how you would identify the issue, troubleshoot, and decide on next steps.

Example answer

"First, I would check that the windscreen is correctly installed and that the camera is properly aligned. I would re-run the calibration to see if it's a temporary error. If it still fails, I would consult the vehicle's technical manual or call a colleague for advice. I would also inform the customer of the issue and explain that I need to resolve it before returning the vehicle. If necessary, I would escalate to a specialist or arrange for a follow-up."

5. What tools and equipment do you use for glass removal and installation?

Why they ask

To verify your familiarity with industry-standard tools.

How to structure your answer

Describe the tools and their specific uses.

Example answer

"For removal, I use a windscreen removal tool, which is a cold knife or wire cutter to cut through the urethane. I also use glass cutting tools for side windows. For installation, I use urethane adhesive applicators to apply a consistent bead, and suction cup lifters to position the glass. For ADAS, I use calibration equipment like targets and diagnostic tools."

6. How do you explain the need for ADAS recalibration to a customer who is reluctant to pay for it?

Why they ask

To see how you communicate technical necessities and justify costs.

How to structure your answer

Explain, educate, reassure: Focus on safety benefits and manufacturer requirements.

Example answer

"I would explain that modern vehicles have cameras and sensors that help with safety features like lane keeping and automatic braking. After a windscreen replacement, these need recalibration to ensure they work correctly. I would emphasise that it's a safety issue and often required by the manufacturer. I would also mention that without calibration, the system might not function properly, which could affect insurance or roadworthiness. I would answer any questions and reassure them that it's a standard part of the replacement."