

# Handyman interview questions

careertips.com.au: common questions and what they're really testing

## What to expect

Handyman interviews often blend practical assessment with conversational questions. Employers want to see that you can work safely, solve problems on the spot, and communicate well with clients. Expect a mix of technical, behavioural and scenario-based questions, and be ready to talk through your process for common repairs.

- **Process:** Questions about how you approach a job from start to finish, including quoting, scheduling and quality checks.
- **Behavioural:** Questions that ask for examples from your past experience, such as dealing with difficult customers or tight deadlines.
- **Scenario:** Hypothetical situations that test your judgement and problem-solving, often involving safety or unexpected issues.
- **Technical:** Questions about your hands-on skills with tools, materials and installation techniques.
- **Safety:** Questions that focus on work health and safety, risk assessment and compliance with regulations.

The interview process for a handyman role typically starts with a phone screen to discuss experience and availability, followed by an in-person interview. This may include a practical test where you demonstrate skills such as repairing a door or installing a shelf. For contractor roles, it might be a meeting with a property manager to discuss rates, insurance and job expectations. Be prepared to provide references and evidence of qualifications like a White Card.

## 1. Can you walk me through your process for a typical repair job, from initial call to completion?

### Why they ask

This shows how organised you are and whether you can manage jobs efficiently.

### How to structure your answer

Start with how you receive and log the job, then describe quoting, scheduling, performing the work, and final checks. Mention software like ServiceM8 or Tradify.

### Example answer

*"Typically, I receive a job request via phone or email. I log it into ServiceM8, then contact the client to arrange a time and get more details. I provide a quote based on the scope, and once approved, I schedule the work. On the day, I arrive on time, introduce myself, and assess the area. I complete the repair, clean up, and do a final inspection to ensure it meets my standards. I then update the job status and send an invoice through Xero. Finally, I follow up to confirm the client is happy."*

## 2. Tell me about a time you had to deal with a difficult customer. How did you handle it?

### Why they ask

Assesses your customer service and conflict resolution skills.

### How to structure your answer

Use the STAR method: describe the situation, the task, the action you took, and the result.

### Example answer

*"I once had a client who was unhappy because a shelf I installed wasn't perfectly level, even though it was only slightly off. I listened to their concerns without getting defensive, apologised for the*

*inconvenience, and arranged to return the next day to fix it. I re-measured and reinstalled the shelf, and also offered to touch up some paint nearby as a goodwill gesture. The client was pleased with the result and later recommended me to a neighbour."*

### **3. You arrive at a property and discover a leaking pipe under the sink. What do you do?**

#### **Why they ask**

Tests your ability to handle emergencies and respect licensing boundaries. Handymen cannot do plumbing work.

#### **How to structure your answer**

Assess the situation, prioritise safety, take immediate action to contain the problem, and call a licensed plumber.

#### **Example answer**

*"First, I would turn off the water supply to prevent further damage. Then I'd check if there's any electrical hazard nearby and ensure the area is safe. I would not attempt to repair the pipe myself because plumbing is a licensed trade. I'd call a licensed plumber immediately and inform the property owner or manager about the situation. In the meantime, I'd document the issue with photos and clean up any water to prevent slip hazards. Once the plumber arrives, I'd coordinate access and then follow up to ensure the repair is complete."*

### **4. How do you ensure safety on a job site, especially when working alone?**

#### **Why they ask**

Safety is critical in trades. Employers want to know you follow WHS regulations.

#### **How to structure your answer**

Describe your risk assessment process, common hazards, and personal protective equipment.

#### **Example answer**

*"Before starting any job, I do a quick risk assessment. I identify hazards like electrical wires, uneven surfaces, or sharp tools. I always wear appropriate PPE, including safety glasses, gloves, and sturdy boots. I keep my work area tidy and use barriers or signs if needed. When working alone, I make sure someone knows where I am and I have a phone on me. I also follow safe work procedures for using ladders and power tools. If a job requires working at heights or in confined spaces, I assess whether I have the right equipment and training, and I won't proceed if it's unsafe."*

### **5. What experience do you have with quoting and estimating jobs?**

#### **Why they ask**

Handymen often need to provide quotes to clients. This tests your ability to price work accurately.

#### **How to structure your answer**

Explain your method for calculating costs, including materials, labour, and overheads, and how you use software.

#### **Example answer**

*"I start by understanding the scope of work, either through a site visit or detailed photos. I then list the materials required and check current prices from suppliers. For labour, I estimate the time based on similar jobs I've done. I add a margin for overheads and profit. I use Tradify to create a professional quote, which I email to the client. I always make sure to include any assumptions and exclusions so there are no surprises. If the client accepts, I convert the quote to a job and schedule it."*

### **6. Can you describe a time you had to manage multiple jobs with tight deadlines? How did you prioritise?**

**Why they ask**

Time management is key for handymen who often juggle several small jobs.

**How to structure your answer**

Use the STAR method: describe the situation with multiple jobs, the task of completing them, the action you took to prioritise, and the result.

**Example answer**

*"During a busy period, I had three urgent repair jobs for different real estate agents, all needed within two days. I assessed each job's urgency: one was a security issue with a broken lock, so I prioritised that. I called the other clients to explain the situation and renegotiated deadlines slightly where possible. I grouped jobs by location to save travel time, and I worked longer hours one day. I completed all three on time, and the agents appreciated my communication. I now use a digital calendar and ServiceM8 to schedule and avoid double-booking."*