

### **To Gauge Ethical Practices in Sales**

- *"I like to focus on quality work and building trust with customers. How does the shop approach offering additional services to make sure it's helpful without feeling pushy?"*
- *"How does the shop approach recommending additional services? Is it more about informing the customer, or are there specific goals for sales?"*
- *"What's the balance here between doing repairs and offering upgrades? I like focusing on what the customer needs most."*
- *"Are there guidelines for how techs discuss extra services with customers? I like being upfront and honest, so that's important to me."*

### **To Check for Work-Life Balance**

4. *"How do you guys usually structure the schedule? Is there a good balance between work and time off?"*
5. *"What's the on-call schedule like here? Is it rotated evenly, or does it get pretty busy?"*
6. *"Do you try to give the techs enough time between calls, or is it more fast-paced? I'm good with staying busy, just curious how the day-to-day works."*

### **To Identify Red Flags About Company Culture**

7. *"How long do most techs usually stay with the company? I'm hoping to find somewhere I can grow and stick around."*
8. *"What's the management style like here? Do they check in often, or is it more hands-off?"*
9. *"How does the team handle situations like a call-back or a tricky job? I'm always looking to learn and improve, so I appreciate a team that works together."*

### **Additional Questions for Transparency**

10. *"What's the shop's approach to sales expectations? I like focusing on quality work, so I'm just curious how that fits in here."*
11. *"How is overtime usually handled? Is it optional, or are there times when you're expected to stay longer?"*
12. *"How's the team dynamic here? Do techs help each other out when needed?"*