



11

INTERVIEW QUESTIONS

Every Facility Manager
Should Ask and Answer

Whether you are fresh out of college or seeking a career move, preparing for a job interview is both exciting and nerve-wracking. The key to nailing a job interview is research and preparation, both critical values every successful facilities manager must possess. To help you prepare, we have compiled a list of the most commonly asked interview questions, along with some tips on how to answer. Prepare your answers and practice them with a friend or in front of a mirror. Show the recruiter why YOU are the best candidate for the position.

Good luck!

Q1



Tell me about yourself.

This question is asked in virtually every interview and your response sets the tone for the rest of the interview. Prepare by considering what qualifications the interviewer is looking for in the perfect candidate. Speak only of your professional skills/qualifications and how they relate to the position you are interviewing for.



WHAT YOU SHOULD SAY: “Recently, I have worked for XYZ Company as Facility Manager of the Northwest Branch. I lead multiple projects including a workspace redesign and FM software implementation. Through my efforts, our division realized 42% increase in productivity and saved \$1.1 million dollars in annual overhead costs.”



WHAT YOU SHOULDN'T SAY: “My name is... I grew up in... I graduated five years ago from the..., with a bachelor’s in... Upon graduating high school, I went to Denver for 5 years... I’ve worked in a variety of jobs...”



Q2

What are your career goals as a Facilities Manager?

The wording of the question varies, but the answer the interviewer is looking for remains the same - connecting the dots between your professional career goals and the company. Research the potential position and relate it to your short and long-term goals.



WHAT YOU SHOULD SAY: I am currently working as part of the facility management team and my goal is to become the assistant facility manager in the next two years and in the next 5 years, I would like to oversee the Facilities department.




WHAT YOU SHOULDN'T SAY: Do not express goals that have little or no relation to the job you are interviewing for and never talk negatively about your current employer or manager.


Q3

What is your biggest weakness?



This question is designed to determine your critical thinking and self-awareness skills and is an eliminator question. Prepare ahead of time by identifying a relatable weakness. Be honest and confident, always providing examples of how you’ve resolved issues or spun a weakness into a positive.

 **WHAT YOU SHOULD SAY:** "I tend to be a perfectionist, therefore it has been difficult for me to delegate to others. But I have found out that in order to develop the organization, as well as my team, everyone in the company must be experienced with many tasks."


 **WHAT YOU SHOULDN'T SAY:** I am a perfectionist and therefore, I rarely believe in anyone who can work as well as me. As a result, I avoid delegating important tasks to others."


Q4

What motivates you to be the best Facilities Manager?



Motivation is the driving force behind both personal and professional successes. What is it that motivates you to be the very best "you?" This is a personal question that only you can answer.

 **WHAT YOU SHOULD SAY:** "I have always been motivated by the challenge of finishing my projects on time and by managing my team towards achieving both individual and team goals."


 **WHAT YOU SHOULDN'T SAY:** "I am motivated by the end-of-the-year bonus I receive as a reward for my successes."


Q5

Why should we hire you for this FM position?



This is another great opportunity for you to sell yourself and your skills. Make a list of your positive attributes and how they relate to your profession and the industry the organization is a part of. Showcase your professional ambitions and always highlight similarities between your current position and the one you are interviewing for.

 **WHAT YOU SHOULD SAY:** "I am a quick learner and I thrive under pressure. I adapt well to change and pride myself on motivating my teammates as we work to achieve the company's common goals."

 **WHAT YOU SHOULDN'T SAY:** Avoid providing a list of every one of your positive attributes. Limit your list to those relevant to the position you are interviewing for.

Q6

Why did you leave your last job?



Go into the interview prepared to answer this question, as it is one of the most commonly asked questions in the interview process. Your answer should be honest, but should not reflect negatively on you or your past employers.



WHAT YOU SHOULD SAY: "There is little opportunity for growth in my current position and I am ready to take on new challenges."



WHAT YOU SHOULDN'T SAY: This is not the time to dredge up old issues with your employers, management, or colleagues. Should you do so, the interviewer will walk away wondering what you would say about them when an issue arises.

Q7

If you were the hiring manager for this position, what would you look for?



Be thoroughly prepared for this question, as it is designed to weed out the candidates that do not have a clear understanding as to what the job entails. Keep your answer clear, concise, and professional.



WHAT YOU SHOULD SAY: I would hire either the best candidate for the job - an individual possessing the qualities and strengths...and list the attributes you told the interviewer you hold. By doing so, you make yourself the best candidate without explicitly saying so.



WHAT YOU SHOULDN'T SAY: Avoid saying that you are the best candidate for the job, as you do not know what qualifications the other candidates possess.

Q8

What do you know about our company?



As a facilities manager, you must know and understand every facet of the organization and its industry. As the company evolves, you will be expected to learn and grow with it - this is your first opportunity to put those skills to work. Dig deep into the inner workings of the company and what makes it special and relate this information back to your passions and experiences.



WHAT YOU SHOULD SAY: If you find that the company is very involved in raising money for animal rights, talk about how you are a foster for the local shelter or how you raised money for the animals in the local 5K race.



WHAT YOU SHOULDN'T SAY: Do not outline the "About Us" and company mission - anyone can find that information on their website. Dig deeper!



Q9

What are your strengths?

Whether this question is asked of you or not, you should be prepared with an answer, as it will help you with every other question. Prepare a list of qualities, skills, and strengths that align with the company's needs. Always offer real-world examples that relate back to the position you are seeking.



WHAT YOU SHOULD SAY: "One of my greatest strengths is in problem solving, as I have the ability to see a situation from every angle. My past position in Human Resources offered me valuable insight into the needs of my colleagues and helped me in fine-tuning my communication skills. I am just as comfortable presenting to senior executives as I am mediating a conflict between junior team members."



WHAT YOU SHOULDN'T SAY: Be sure to make your answer one that stands out in the interviewer's mind, leading back to why you are most qualified for the position.

Q10

Why do you want this job?



Focus your answer on what strengths you bring to the table and how the company can benefit from these skills. Again, make sure you understand the position and what all it entails, centering your answer around those needs.



WHAT YOU SHOULD SAY: "I am so excited about this position as it would allow me to leverage my facility management skills on a broader basis and face new, more complex challenges."



WHAT YOU SHOULDN'T SAY: "I like your salary and benefits package." Remove the personal aspect and make it about your professional career and how you can positively impact the organization.

Q11

Do you have any questions for me?



Every interview ends with this question and it is critical that you are prepared. If you are the leading candidate up until this point, and you do not have any questions for the recruiter, you will find yourself out of the running. Ask questions that spark conversation—these typically begin with “who, why, when or how” and avoid close-ended questions that can be answered in one word. These questions typically start with “is, does, did, would or has.” *JobInterview.net’s blog* [Interview the Interviewer] is filled with valuable information regarding the rules of this section of your interview, as well as the top questions recruiters coach their clients on.



A FEW OF OUR FAVORITES ARE:

- “Now that we have discussed my qualifications, do you have any concerns about me fulfilling the responsibilities of this position?”
- “As my direct manager for this position, what are the three top priorities you would first like to see accomplished?”
- “In what area could your team use a little polishing?”
- “Why did you come to ABC Company?”



AVOID QUESTIONS SUCH AS:

- “How many vacation days does this position offer?”
- “No, I believe all my questions have been answered already.”