



Advice from PFM

One benefit a PPS franchise has over an ordinary pool business is assistance with recruitment. PFM is here to support you and provide you with the resources you need to hire the best team. On Team Premier Pools you will find job descriptions, employment agreements, and Premier University training programs to make the hiring and training process efficient. Our PFM staff will also create online ads, review the resumes, follow-up with a 2nd phone interview after you've interviewed them, and make further recommendations.

Develop Your Interview Technique

It is important to remember that during an interview the candidate is not the only one under scrutiny. How you come across as an employer will greatly determine the caliber of candidates who accept offers of employment. Fortunately, as a PPS franchise, you have the resources of a large company (training, summits, annual trip) and the benefits of a small family business (direct contact with owner, flexibility, family focus). This is a big selling point, very few candidates will come from a hybrid of these two.

A polished interview technique will not only help you identify the right employees for your franchise, it will also encourage them to see the potential opportunities with Premier. You want the interviewee to see Premier as a place they can grow in their career. In contrast, if you do not come across professionally and fail to paint a picture of limitless possibilities, ideal candidates may decline job offers.

Evaluate the Candidate's Character

As a small business, you do not have hundreds of employees under the same roof. For this reason, it is very important to select staff that will work well together and create a strong company culture. When you are evaluating the candidate, focus on Premier Service Core Values:



Integrity – You want your team to be comprised of honest, moral people. This will ease your mind when delegating responsibility to others.



Work Ethic – Your staff's level of work ethic should match yours. Surround yourself with people who will care for your customers and take pride in their work. This will ensure your customers have great experiences from the beginning of the process to the end.



Team Player – You want to hire people who can work well as a team. This will not only make the job more enjoyable, but will attract others. Look for people willing to help in areas that are not necessarily their responsibility – this is critical with a small sized staff.



Accountability – Employees who take responsibility for their actions and learn from their mistakes are the ones who will grow with the company and be the best in the long run. Be cautious of employees who make excuses for their shortcomings (or worse yet, blame others) as this can ruin a great culture quickly.



Quality of Work – It is imperative that all staff produce quality work in every area of business. Customers come to PPS for the highest quality of pool service and should experience the highest quality customer service in every area. People who produce quality work will produce raving fans and customers for life.

Illegal Interview Questions:

Premier Pool Service is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran’s status, sexual orientation, gender identity or gender expression.

1. Marital status or family status
2. Pregnancy status
3. Financial, or credit status
4. Height, weight, or any physical characteristics
5. Age, birth date, or how old they were during an occupation
6. Religious affiliation
7. Political affiliation
8. Availability to work on weekend or evenings
9. If they own a vehicle (allowed if job requires driving)
10. Citizenship, or national origin
11. What year they graduated high school
12. Military service, or type of discharge
13. Race, color, or ethnicity
14. The names of relatives who work for competitors
15. Their sex, orientation, or gender identity
16. Disabilities
17. Conviction or arrest records
18. Cultural clothing
19. Native language
20. Clubs, societies, or union memberships
21. Emergency contact (only after hiring)
22. If they filed for worker’s compensation or had work injuries
23. Previous addresses they lived in
24. Health conditions
25. Social Security Number (only after hiring)



General Interview Questions

- 1. Tell me about a time you set a difficult goal. What was the outcome and what did you do to achieve it?** This question will help gauge whether your candidate is goal-oriented and if they will be able to contribute to your vision. A great answer will show if your candidate has a natural ability to set a difficult goal and put in the effort to achieve the desired result.
- 2. What motivates you?** This question will tell you what inspires the candidate and often reveals their integrity. A great answer will speak to the desire to better themselves, their family, or others—customers. While money is a motivator for many, it is not the best interview answer. You are looking for someone who is striving to be the best they can be and challenges themselves regularly.
- 3. Where would you like to be in 5 years?** This question will disclose loyalty and passion. It will help you determine if the candidate will be around for a season or who is looking to grow with the company. A great answer will vary by job. If you are looking for a long term candidate, the answer should speak to achieving goals AND remaining local.
- 4. What has surprised you about the interview process so far?** This question your candidate cannot prepare for as it will be different for each office and each position. A great answer will give you an indication of how the candidate is feeling toward the company. It will also allow the candidate to demonstrate how well they think on their feet.
- 5. What traits do you believe make up the successful service employee?** This question will provide insight into a candidate's history with the service process as well as experience. A great answer will include positive attributes about goal setting, following-up, and speaking to their character.
- 6. Hypothetical Scenario: a customer is upset about their invoice, what action(s) do you take to relieve the customer?** This question will reveal the candidate's experience with problem solving skills. A great answer will have specific examples. Every experienced



and successful candidate will have an example of a tough customer interaction and what they did to resolve the issue.

Other Possible Questions

1. How would your best friend describe you?
2. What are your strengths and weaknesses?
3. How do you handle stress?
4. What are your short and long term goals?
5. What type of work environment do you prefer?
6. What is your typical way of dealing with conflict?
7. What tools or habits do you use to keep organized?
8. Tell me about a time when you had to go above and beyond to get a task done.
9. What was a major obstacle you were able to overcome in the past year?
10. In what ways do you raise the bar for yourself and others around you?
11. Tell me about two memorable projects, one success and one failure.
12. What unique experience or qualifications separate you from other candidates?

Skills to look for (vary by job)

1. Software expertise
2. Task-oriented and people-oriented
3. Good customer service
4. Outgoing personality
5. Certifications or specialized training

Prior to extending a job offer you should know the following:

1. **Time:** Can the candidate attend weekly office meetings?
2. **Compensation:** Ask what the candidate would like for a salary range. Be honest about the low-end of salary range and the high-end potential too.
3. **Intention:** What was the reason the candidate left their previous employer? Was it a desire to work within their passion? If so, what is their passion? Are they simply looking for a job that is closer in proximity, a higher salary, or benefits? Have they turned down any other job offers? If so, why?
4. **Knowledge:** What does the candidate know about our company, staff, culture, product?
5. **Availability/Hours:** Part-time or full-time? What hours can they work? Short-term, long-term or internship? How soon can they begin work? Do they need to give a 2-week notice?



6. **Travel/Transportation:** Do they have a valid driver's license? Reliable transportation to and from work? Are they willing to travel?
7. **Perform Reference Checks:** Contact previous employers or personal references.

After extending a job offer, prior to start date, you should verify the following:

1. Work history
2. Background check
3. Drug test (if required)