



CSR Pre-Interview Skills Survey

Mr Handyman of the Western Main Line
 81 Lancaster Ave. Suite 306 Malvern, PA 19355
 Phone: 610-647-5820 Fax: 610-647-5822

Instructions: Please complete all the questions and e-mail the completed form to info@MrHandyman-WML.com

Thank you for your interest in Mr. Handyman, and for taking the time to complete this survey!

Name:	Date:
Address:	Home Phone:
City:	Cell Phone:
ZIP:	Best way to contact you?
E-Mail:	How did you hear of this opening?

Are you looking for: Full-time Part-time Summer Number of hours per wk?
 What days of the week are you available?
 Salary requirements: \$
 When can you start work?

Background Information

Have you ever been convicted of a felony or misdemeanor offense?
 Do you have any pending misdemeanor or felony offenses?
 Do you have a valid driver's license? Any accidents or violations in the last 5 yrs.?
 Please explain *any* Yes answers:

Employment *Please attach your current resume to this form*

Are you currently employed? Have you ever been discharged or asked to resign by an employer? (If yes, please explain)	Why are you looking for a new job? Number of employers in last 5 yrs? Number of days you missed work in last year? (except scheduled vacation/holidays)
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What are your special skills, talents?
 What do you like to do most on the job?

Education

High School Name: Last grade completed? College? Name: Years attended? Degree?	Currently attending school? Name: Location: Day or night classes? Expected completion date:
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Please describe any educational or work experiences that might help you at Mr. Handyman?
 Degree of familiarity with construction trades?

Please rate your skill/comfort level in each area from 1-5:

No one is great at everything...please rate yourself honestly!

5 = Highly Skilled

1 = No Experience

Skill	Rating	Skill	Rating
Communication & Work Style		Computer Skills	
Talking with clients		Keyboarding	
Multi-tasking			
Taking initiative		Internet	
Taking direction		Research	
Attention to detail		Map search	
Following processes and procedures		Reverse look-ups	
Working in teams			
Working alone		Microsoft Office - Word	
Asking for help		Create/save/revise a document	
Admitting you don't know		Adjust margins & fonts	
		Spell & grammar check	
Professionalism		Create labels/envelopes	
Neat, professional image			
Legible handwriting		Microsoft Office - Excel	
Working neatly		Create/save/revise a spreadsheet	
Positive attitude		Adjust cell properties	
Leaving problems at home		Create formulas	
		Create macros	
Phone Experience		Create multiple spreadsheets	
Answer phones		Link spreadsheets/worksheets	
Handling multi-line phones			
Following a script		Microsoft Office - Outlook	
Resolving customer issues		Send mail	
Handling stressful situations		Organize mail folders	
		Attach files	
Sales			
Cold calling		Microsoft Office - Access	
Incoming phone calls		Create/save/revise a database	
Face-to face		Create queries	
Marketing		Microsoft Office - Publisher	
Design materials		Create/save/revise file	
Track ROI		Work with photos and graphics	
Office		Adobe Acrobat	
Letter composition		Create/save/revise a file	
Filing		Convert a file	
Mail handling			
		Territory Familiarity	
Accounts Receivables		Eastern Chester County	
Tracking		Western Chester County	
Collections		Eastern Delaware County	
Certified mailings		Western Delaware County	
Preparing suit papers		Montgomery County	