

# Service Engineer assessment on site

Two hours that prevent a bad hire: one hour technical check, one hour conversation about customer situations – judged by a former service engineer who has hired dozens of service engineers himself.



## DURATION

2 hours per candidate



## LOCATION

At your site or in Solothurn



## PRICE

CHF 790.– per candidate



## BILLING

Bookable directly · prepayment

### What it's about

Bad hires in service cost months and, in the worst case, customers. Service managers interview rarely and often by gut feeling. The assessment gives you a second, experienced view – with a grid that is the same for all candidates.

### Who it's for

Heads of service, CEOs and HR hiring a service engineer or field service engineer.

### Your benefit

- Technical skills tested in practice, not just described
- Customer-facing behaviour and handling pressure made visible
- Uniform grid – fair, comparable assessment
- Recommendation plus notes for onboarding

### Prerequisites

- Candidate's consent (template provided by us)
- Job profile and the key requirements
- A quiet room; at your site also access to a machine if desired

### How it works

- 1 Book a date, send job profile and consent
- 2 Hour 1 – technical: troubleshooting on the training rig, reading schematics, tools and safety, service report exercise
- 3 Hour 2 – communication: structured interview, customer situations in role play, stress and self-organisation
- 4 Report within two working days

### Included

- 2-hour assessment per candidate
- Training rig and rating grid
- Report with recommendation
- No psychological test: observable behaviour is rated with a uniform grid
- Report only to the client, deleted after 6 months

### Deliverables

- Report: rating grid, strengths, risks, recommendation
- Notes for onboarding

### Not included and options

|            |                                                    |           |
|------------|----------------------------------------------------|-----------|
| MC-BER-210 | Assessment online as pre-selection                 | CHF 190.– |
| MC-ZUS-010 | Travel outside the region                          | at cost   |
|            | Service basics course for the new service engineer | CHF 690.– |

## Book the assessment directly

Choose and pay a date per candidate – several candidates: request a quote.

[www.maroisproject.com/en/appointment/techniker-assessment-vor-ort-2-h-8](http://www.maroisproject.com/en/appointment/techniker-assessment-vor-ort-2-h-8)

