



CANDIDATE INTERVIEW QUESTIONS

At Estate Management Solutions, we work diligently to provide a comprehensive overview of the candidate's skills and abilities. During the interview process, we encourage our Principal clients to focus on chemistry, comfort, and communication. Focus on how you "feel" about the candidate, and when in doubt, ask the lady(ies) of the house. Many studies reflect the accuracy of a Woman's Intuition, even the CIA and Mossad's best spies are women (Forbes - Why The Best Spies in Mossad And The CIA Are Women – Sep 30th 2012).

However, sometimes it's nice to have some questions to ask to drive the conversation. Below is a list of questions that should help you better identify some of the traits you are looking for in a candidate.

CHARACTER

- If from your perspective we are being over-demanding or unreasonable in our requests, how will you address it?
- If an employer ever put your back against the wall to do something that you thought was wrong, and what did you do in the situation?
- Can you tell me how you deal with stressors in a high-stress situation?
- How do you respond to negative feedback or criticism when you confidently know in your mind that you are correct?
- How do you like to manage and maintain professional boundaries?
- Have you ever done something you wish you could erase?
- What's the scariest thing you've ever done?
- What motivates you to want to work in a private residence or family office?
- What are the most important things in your life?
- How do you like to occupy your free time?
- How do you manage stress and maintain a positive attitude while at work?
- What continuing education have you taken in the last year?

CREATIVITY

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- Tell me a time you failed in a situation at work.
Follow-up Question: How did you ensure that it wouldn't happen again? (*Did they put a plan in place?*)
- Can you describe a time when you had to come up with a creative solution to a complex problem?
- What is your favorite way to create luxury?
- How do you adapt to changes and unexpected challenges in your role?
- Can you describe a time when your organization skills significantly contributed to a project's success?

HARD & SOFT SKILLS

- What tools or systems do you use to stay organized and multiple that come with running a home?
- How do you manage your time?
- How do you define your priorities?
- Was there any training that you hope to take in the next year?
- Tell me a time when you saved your previous Principal money.
- Tell me about one of the more challenging projects you've taken on.
- What do you do if you noticed a significant risk to the family office's operation?
- In the last five years, what was one of the more exciting and enjoyable projects you've taken on?
- What professional accomplishment are you most proud of?
- What are two **hard skills** that you excel at that you feel will help with this position?
- What are the two **soft skills** that you excel at that you feel will help with this position?
- What is your approach when delivering negative news to key stakeholders?
Follow-up Question: How do you handle an emotional response?
- How do you ensure effective communication?
- How do you deal with difficult Principals?



- What negative feedback have you received in your career that you still think about to this day?

LEADERSHIP

- Tell me your leadership style.
- What would you purchase for \$100 to create value for the team?
- How do you deal with negative employees that your Principals have said they trust, and you can't fire them?
- How do you "win over" existing staff that may be averse to your changes?
- Tell me a time when you dealt with a challenging employee or an employee conflict.



HOUSEKEEPER INTERVIEW QUESTIONS

EXPERIENCE AND SKILLS

- How long have you been working as a housekeeper?
- What types of homes or environments have you cleaned before (e.g., apartments, houses, offices)?
- What cleaning products and equipment are you familiar with using?
- Can you share an example of a challenging cleaning situation you faced and how you resolved it?
- Tell me what NOT to use on soft stone countertops. (*acids or abrasives*)
- Tell me what NOT to use on Wood (*alcohol*)
- How do you organize a space to clean
- Tell me how you clean a toilet. (*Cleanest to dirtiest*)
- What chemicals do you NOT like?
- What makes a great housekeeper?
- What are common mistakes that a housekeeper can make?
- How to clean a shower?
- Give me some ironing tips.
- What is your laundry process?
- How long to iron a set of King Sheets?
- Stain removal process. (least invasive to most invasive)

WORK STYLE AND PREFERENCES

- What are your typical cleaning routines and processes?
- How do you prioritize tasks and manage your time efficiently?
- Do you prefer working independently or as part of a team?
- Are you comfortable taking direction and following specific instructions?

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ADDITIONAL QUESTIONS

- What do you enjoy most about being a housekeeper?
- What skill would you like to develop next?
- What are your long-term career goals in this field?
- Do you have any questions for me about the position or my home?

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