

Your Possible Home

Building Meaningful, Enduring Family Bonds in the Age of AI


www.YourPossibleHome.com

The Provider Interview Question Bank

Better questions get better answers

Most interviews stay on the surface because most questions stay on the surface. *"What are your hours?"* and *"How much do you charge?"* are useful, but they don't tell you who this person is when something goes wrong. These questions go deeper without being weird about it.

Pick five or six per interview. You don't need all of them. The point isn't to grill the provider. The point is to leave the conversation knowing whether this is going to work.

Childcare and education

Core questions:

- Walk me through a typical day with the kids you care for now.
- How do you handle a child who's having a hard time?
- What do you do when a kid won't listen, won't eat, or won't transition?
- How do you handle screens?
- What's your communication style with parents during the day?

Going deeper:

- Tell me about a time a parent asked you to do something differently. How did you handle it?
- Tell me about a child you struggled to connect with and how you worked through it.
- What do you find most rewarding about this work? Most draining?
- What's something you've changed your mind about over the years?

Decision-making style:

- If something happened with my child today and you weren't sure how I'd want it handled, what would you do?
- How do you decide when something needs to be reported to me vs. handled in the moment?

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Medical providers

Core questions:

- How do you typically work with families who want to be involved in decisions?
- What's your approach when a parent asks about something outside conventional medicine?
- How long do typical appointments run? How do you handle complex cases?
- How are after-hours questions handled?
- How do you communicate test results?

Going deeper:

- Tell me about a time a parent disagreed with one of your recommendations. How did that go?
- What kinds of patients do you find yourself working best with?
- What's a question you wish more parents asked you?

Boundaries and follow-through:

- If I send a portal message, when can I expect to hear back?
- Who covers for you when you're away?
- What's your policy on referrals if we want a second opinion?

Home service professionals (plumbers, electricians, contractors, etc.)

Core questions:

- Walk me through how you'd approach this specific job.
- What might come up that we haven't talked about yet?
- How do you handle scope changes once work has started?
- What's your warranty on work like this?

Going deeper:

- Tell me about a job that didn't go the way you expected. How did you handle it?
- What separates a good outcome from a great one in your work?

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- What would you not do, even if a client asked?

Reliability and communication:

- What's the best way to reach you during a job?
- If something comes up that delays you, when do I hear about it?
- How do you handle it when a customer is unhappy?

Technical installers (Wi-Fi, AV, smart home, etc.)

Core questions:

- What questions do you wish customers asked before you arrived?
- Walk me through how you'd assess our setup.
- What do you do when the gear we already have isn't ideal?
- Do you set up the system or also explain how to use it?

Going deeper:

- What's a recent install that pushed you to learn something new?
- What's your approach when a customer wants something you don't recommend?

Long-term fit:

- What's your support model after the install is done?
- How do you handle it when something breaks six months later?

One small note

The most revealing answers usually come from the *"tell me about a time..."* questions. People can rehearse policy. They can't rehearse a story. Listen for how they describe the other people in the story (the parent, the child, the customer, the colleague). That's almost always the tell.