

30 MUST-ASK QUESTIONS BEFORE YOU HIRE A PROJECT MANAGER

FOR YOUR OFFICE BUILD-OUT

While there are many qualified project managers in the market, some have certain specialties or attributes that differentiate them, and it is important to find the project manager that's skill set matches your needs. In order to make this process a little smoother, we have compiled a list of must-ask questions to help you screen your project manager candidates.

1. Does the project manager work for a reputable firm?

Reputation and resources are key components in deciphering if a project manager will fit with your vision. If people like them, chances are they have produced quality work in the past- and will for you too.

Specific questions to ask:

2. Do you have any testimonials you can share from clients you've worked with in the recent past?
3. Who are some of your other clients? What types of projects have you worked with them on?
4. Can you provide names and contact information for references that I can talk to?
5. Are there any relevant case studies from past projects that you were involved in that I can look over?

6. How much experience does my project manager have?

Experience in this sense is not limited to how long a project manager has been in the industry. Instead, this question asks how well they know the local construction market, their relationships with industry vendors and the kind of specific work experience you're looking for.

Specific questions to ask:

7. What types of projects do you typically work on? For example, do you typically work on retail or office spaces? Shell space or second generation?
8. What are the trends you are seeing in my industry as far as pricing and timeframes?
9. Can you give me an overview of the trends and rates you are seeing in the construction market in our area?
10. Can you provide me a sampling of similar projects you've worked on in the past five years?

11. Does the project manager's firm offer additional services and assistance throughout the process?

There should not be additional fees when asking for a little extra assistance from your project manager throughout your project, so it is logically and financially sound to utilize him or her firm as a resource.

Specific questions to ask:

- 12.** What services do you provide in addition to acting as an owner's representative throughout the construction process?
- 13.** Will you help manage other vendors I will need to hire?
- 14.** What will our relationship be like after the project is complete?
- 15.** Do you have a relationship with a particular moving company and/or other vendors that may need to be hired, ie security, cabling, signage, etc.?

16. Have you worked on a project in our field before?

Having specific experience in the type and scope of the project you are looking for should be a determining factor for your project. Because commercial spaces can vary dramatically depending on the intended use, it is important to find a project manager with experience dealing with your industry and the type of specific requirements you need.

Specific questions to ask:

- 17.** What other companies in my industry have you worked with?
- 18.** What have you found to be the biggest priorities for other companies in my industry?
- 19.** What trends are you seeing with other companies in my industry?

20. What are your project management fees?

Your project management fees are going to be based on the size and scope of your specific project. Don't let this scare you - a successful project manager is going to save you more on your total project cost than what you will pay to them in fees.

There are three standard ways that project management fees may be calculated; either a percentage of the project cost, a fixed monthly cost or cost per square foot.

Specific questions to ask:

- 21.** What will your fees be for this project?
- 22.** How will the fees be structured?
- 23.** When will payment be due?

24. What was the outcome of your last project?

Be sure to ask about the project managers previous projects, and dive into what made them successful or what they learned from a recent bump in the road.

Specific questions to ask:

- 25. Did the project go as planned?
- 26. Were there any lessons learned along the way?
- 27. If it went well, what contributed to the success? If it didn't go as well, where did it go wrong? What changes should have been made to make it go well?

28. What certifications or qualifications do you have?

Project management is a highly technical field and requires significant training. Additionally, if you're hoping to achieve environmental certifications for your project, it's extremely helpful to have a project manager with training in that area.

They may hold special certifications such as LEED Certification, Project Management Professional Certification (PMP), American Institute of Construction Certification (AIC), or U.S. Army Corps of Engineers Construction Quality Management for Contractors (CQMC) Certification.

Specific questions to ask:

- 29. Can you supply your full resume including educational background?
- 30. What, if any, specific certifications or qualifications do you hold?

WHAT'S NEXT?

Now that you know the right questions to ask before hiring a project manager, finding the right project manager to lead your office build-out or renovation should be a little bit easier.

To learn more about AQUILA's expert project management team, visit the [project management page](#) on our website or [schedule a consultation](#) with our team.



For more great resources, visit the **AQUILA Learning Center:**
aquilacommercial.com/learning-center
Have any questions? Give us a call at 512 684-3800