Rhinoworks Interview Guide

Suggested questions and answers for the Rhinoworks interview on Wednesday, 21 October 2026 (11:00 to 11:45). Aim: get new clients' attention for our skills and what makes us different.

10+ years' experience | Skilled, trained staff | B-BBEE Level 1 contributor | Women empowerment | Full range of capabilities

How to use this:

- The answers are starting points built only from what you told us. Replace each yellow add with your real detail, and say it your way.
- Do not read these out. Speak naturally; the crew can re-ask any question.
- Answer in full sentences that include the question, e.g. "Rhinoworks is...", so the answer makes sense on its own in the final video.

Part 1: Our Story and Strengths

1 Tell us about Rhinoworks. What do you do, and what problems do you solve for clients?

SUGGESTED ANSWER:

Rhinoworks is a manufacturing and fabrication business based in Sebenza. We take a client's drawing or idea and turn it into a finished part, using CNC routing, CO_2 and fibre laser cutting, press brake, plate rolling, perforation and fabrication. For our clients that means one capable partner who can take them from idea to finished product. add: the typical problem clients come to you with, e.g. tight tolerances, tight deadlines, hard-to-find capability

2 You have more than 10 years' experience. What does that mean for a new client?

SUGGESTED ANSWER:

We've been doing this for over 10 years, so we've seen most of what can go wrong on a job and we know how to avoid it. That experience shows in how we advise clients on materials, design and finishing before a single cut is made. add: a short story or example of a job where experience made a difference

3 Your team is skilled and trained. Tell us about your people.

SUGGESTED ANSWER:

Our people are what make the machines worth having. Our team is skilled and trained, and clients can trust that the work is done by people who know what they're doing. add: how long key staff have been with you, training or qualifications, how you develop your team

4 Women empowerment is important to Rhinoworks. What does that look like in practice?

SUGGESTED ANSWER:

We're proud to be a business that empowers women.
add: the real detail, e.g. women-owned or led, number or roles of women on the team, training and growth opportunities For clients, working with us also means supporting that empowerment.

5 You are a B-BBEE Level 1 contributor. Why does that matter to clients?

SUGGESTED ANSWER:

We're a B-BBEE Level 1 contributor, the top level. For clients, buying from us supports their own transformation goals and can count on their own B-BBEE scorecard. add: confirm your certificate details and expiry date before saying this on camera We can supply our certificate on request.

6 Why should a new client choose Rhinoworks over someone else?

SUGGESTED ANSWER:

Because we bring it all together: over 10 years' experience, a skilled and trained team, the full range of cutting, forming and fabrication capabilities, and B-BBEE Level 1 status, all from a business that empowers women. add: one thing only you can say, e.g. your approach, your quality standard, a client you're proud of

Part 2: Cutting and CNC Services

Explain in plain words for clients who do not know the technical terms. Stick to what you actually offer.

7 Walk us through what you can make and the machines you use.

SUGGESTED ANSWER:

We cover the full process. In plain words:

- **CNC routing:** add: what it is used for
- **CO_2 and fibre laser cutting:** add: materials and thicknesses you cut
- **Press brake:** add: what it is used for
- **Plate rolling:** add: what it is used for
- **Perforation:** add: what it is used for
- **Fabrication:** add: what you build and for which industries

8 What materials can you cut, and how big and thick can they be? Can clients supply their own?

SUGGESTED ANSWER:

We cut a range of materials, including add: list your materials We can handle sheets up to add: maximum sheet size and thicknesses up to add: maximum thickness by material depending on the material and the machine. Not sure if your material is suitable? Just ask us. Clients can supply their own material: add: yes or no, and your policy

9 What is CNC routing, and when should a client choose it?

SUGGESTED ANSWER:

CNC routing uses a computer-controlled cutting head that follows your drawing to cut, shape and profile sheet material accurately, and every part comes out the same as the one before it. It's a great choice for add: your typical routing jobs and materials, e.g. large panels, profiles, slots, holes

10 You have both CO_2 and fibre laser cutting. What's the difference, and which is right for my job?

SUGGESTED ANSWER:

Both use a laser to cut very precisely, but they suit different jobs. Generally, fibre lasers are fast and efficient on metals, while CO_2 lasers are a good all-rounder. **add: confirm which materials and thicknesses you cut on each machine** When a client sends us a job, we'll recommend the best machine for the material and finish they want.

11 How accurate is your cutting?

SUGGESTED ANSWER:

Precision is the whole point of CNC and laser cutting. Our machines cut to your drawing with clean, consistent edges, so parts fit as designed.
add: your typical tolerance, if you want to quote one **add: how you check quality, e.g. checking parts against the drawing**

12 What files or drawings do you need to cut my parts?

SUGGESTED ANSWER:

Send us your drawing and we'll prepare it for cutting. The best files are **add: your accepted formats, e.g. DXF, DWG, PDF** with the material, thickness, quantity and finish clearly stated. If you only have an idea or a sketch, **add: whether you can help with drawings or design**

13 What affects the price of a cutting job?

SUGGESTED ANSWER:

It depends mainly on the material and thickness, how complex the cutting is and how long the machine takes, how many parts you need, and any extra work like forming, finishing or fabrication. The more detail you send us, the more accurate our quote.

14 Do you cut one-off pieces and prototypes, or only production runs?

SUGGESTED ANSWER:

add: confirm: both one-offs and repeat runs? Starting with a single sample is often a good way to try us out. **add: minimum order or quantity, if any**

15 Is cutting where it ends, or can you finish the whole job?

SUGGESTED ANSWER:

Cutting is often just the start. We can also form with our press brake, roll plate, perforate and fabricate the finished item, so a job can move through our capabilities from one stage to the next. **add: typical jobs where you take a client from cut parts to a finished product**

16 What advice would you give a client designing something to be cut?

SUGGESTED ANSWER:

Tell us early what the part is for, send a clear drawing with dimensions, and let us know the material and finish. Talk to us before the design is final, because small changes can make a part easier to cut and can save cost. **add: your own best tip**

Part 3: Getting Started

17 How does someone place an order or request a quote, and what do you need from them?

SUGGESTED ANSWER:

It's simple: get in touch and tell us what you need. To quote accurately we need a few things from you:
add: your actual list, e.g. drawings or files, material and thickness, quantities, finish, deadline The more detail you give us, the faster and more accurate our quote.

18 What's the process from first enquiry to a finished job?

SUGGESTED ANSWER:

First you send us your requirements, then we quote. Once it's approved we
add: your real steps, e.g. confirm drawings, cut, form, fabricate, check quality, deliver or collect We keep you informed along the way.

19 Is there anything clients should know up front, like requirements, lead times or next steps?

SUGGESTED ANSWER:

Yes, the biggest thing is **add: your key requirement, e.g. file formats, minimum order, deposit** Our usual lead time is **add: lead time** and for urgent work, **add: how clients should ask** The best next step is to send us your enquiry.

20 How can clients contact you and get started?

SUGGESTED ANSWER:

You can reach us at **add: phone, email, website and address (RW final address to be confirmed)** Send us your drawing or idea and we'll take it from there.

21 Last one: in a sentence, what would you say to a business thinking about working with you?

SUGGESTED ANSWER:

Come and see what Rhinoworks can do. We've got the experience, the skilled people and the capability to make your project happen, and we'd love to be your manufacturing partner.

On-camera tips

- Keep each answer to roughly 20 to 40 seconds; the crew can ask for more.
- Look at the interviewer, not the camera, and say "Rhinoworks" clearly each time.
- Give your name and title on tape when asked, and only state facts you can stand behind, especially certificates and figures.