

Teller with Sales – One Sitting

Assessment Fact Sheet

Overview

The Teller solution with Sales is for entry-level financial institution teller positions. Sample tasks for this job would include, but are not limited to: balancing currency, coin and checks, cashing checks and paying out money, entering customer transactions into computers, and suggestive selling after a customer service interaction.

Job Level	Entry-level
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Job Family/Title	Banking
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Details

Average Testing Time	36 Minutes
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Number of Sittings	One
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Designed for Unproctored Environment	Yes
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Question Format	Multiple choice
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Knowledge, Skills, Abilities and Competencies Measured

Customer Focus: This measures the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences, being patient, tolerating rude customers calmly, and searching for information or products for customers.

Achievement Orientation: This measures the potential for success in entry-level jobs. This scale measures self-esteem and developmental indicators of success in entry-level customer service jobs through questions regarding developmental influences, self-esteem, work history, and work-related values and attitudes.

Learning Potential: This is a measure of the potential for success in jobs across industry type and functional area. Candidates' responses to questions regarding developmental influences, educational and work history, and related values and attitudes are compared with response profiles from successful employees. These items are significantly related to a traditional cognitive test of learning ability.

Professional Potential: This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Sales Focus: This is a measure of the tendency to suggest or show alternative solutions based on customer needs. This trait is characterized by: directing conversation toward a commitment/order/sale; showing confidence even after a hard refusal/rejection; and striving to close a transaction every time.

Example Reports

Recruiter Report : Teller with Sales - Short Form



Applicant Information

Name
Application Date: Tue Mar 24 14:06:00 EDT 2009
Applicant ID: 3387
Session ID: 34787601036511

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that PreVisor offers, please contact your account representative.

Overall Score

Recommended ✓

Percentile	Low	Medium	High
	30	70	100

Overall Score 93

Detailed Results

	Percentile	Low	Medium	High
		30	70	100
Customer Focus	94			
Achievement Orientation	100			
Learning Potential	100			
Professional Potential	3			
Sales Focus	28			

Score Interpretation

Customer Focus

This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient; tolerating rude customers calmly; and searching for information or products for customers.

The candidate is likely to be competent and courteous by communicating effectively, showing persistent enthusiasm in customer interactions, and giving customers full attention. The candidate is also likely to tolerate rude customers calmly, find solutions for customer problems, and remain cheerful throughout the workday.