

Customer Service – One Sitting

Assessment Fact Sheet

Overview

The Customer Service Representative solution is for entry-level positions that involve a high degree of interaction with customers in person or on the phone. Sample tasks for this job include, but are not limited to: taking orders; solving product or service issues; responding positively to difficult customers; referring unresolved issues to the appropriate individuals; providing information on products and/or services. Potential job titles that use this solution are: Account Service Representative, Account Representative, Customer Service Representative, and Customer Service Agent.

Job Level	Entry-level
-----------	-------------

Job Family/Title	Business Suite
------------------	----------------

Details

Average Testing Time (minutes)	45 minutes
--------------------------------	------------

Maximum Number of Questions	235 items (199 items on average)
-----------------------------	----------------------------------

Number of Sitzings	One
--------------------	-----

Designed for Unproctored Environment	Yes
--------------------------------------	-----

Question Format	Multiple Choice, Multiple Choice – Adaptive
-----------------	---

Knowledge, Skills, Abilities and Competencies Measured

Conscientiousness: This component measures the tendency to exhibit personal responsibility, follow rules and guidelines, and complete work thoroughly and precisely. This trait is characterized by trustworthiness, fulfilling commitments, dedication to the completion of all work tasks completely and accurately, and organization.

Composure: This component measures the tendency of one's ability to think clearly and objectively during times of stress or intense pressure. This trait is often described as "grace under fire" and is further characterized by operating under a positive outlook despite criticism, worries, and guilt.

Drive for Success: This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done, and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face of adversity, and negotiating effectively with others to accomplish goals.

Service Professionalism: This is a measure of the tendency to have potential for 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.

Following Instructions: This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

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.

Example Questions

You get confused when faced with a new problem.

Your friends have mostly the same likes and dislikes as you.

The on-the-job help I've gotten from supervisors I've had has been:

- a) outstanding
- b) very good
- c) good
- d) fair
- e) poor
- f) none of my supervisors has really helped me

Choose which of the two statements below is more true of you.

- a.) I think I have some shortcomings that affect my work.
- b.) Achieving personal success is very motivating for me.

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Office Calendar Legend:

Dates in blue are paid holidays.

Dates that are bold are paydays.

Saturdays and Sundays are weekend days.

All days except paid holidays and weekend days are workdays.

Which day of the week is a paid holiday?

- a) Friday
- b) Tuesday
- c) Thursday
- d) Wednesday

Example Report

Detailed Report: (Business Suite 5.5) Customer Service - Short Form

Recruiter Interview Development

Back Print PDF

Applicant Information

Name: Biz Suite
Application Date: Thu Mar 25 10:24:00 EDT 2010
Applicant ID: 3824
Session ID: 26185746978101
Library: Selection

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 ✓

	Low	Medium	High
Percentile	30	70	100

Overall Score

42

Detailed Results

	Low	Medium	High
Percentile	30	70	100

Following Instructions

98

Customer Focus

41

Drive for Success

6

Conscientiousness

0

Composure

21

Service Professionalism

97

Score Interpretation

Following Instructions

This is a measure of the ability to follow detailed instructions and select the appropriate course of action. This component is characterized by the ability to understand a set of rules and choose the correct response based on these rules.

The candidate is more skilled than other candidates at selecting the correct course of action when given a set of detailed instructions. This suggests that the candidate tends to ensure that every detail of a particular task is completed according to plan while on the job.

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.

The candidate will usually meet customer needs and solve basic problems. However, he/she may also sometimes interrupt or fail to pay attention when customers speak. The candidate may also forget to give customers special information, or fail to communicate clearly with customers.

Drive for Success

This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done, and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face of adversity, and negotiating effectively with others to accomplish goals.

This candidate is likely to avoid challenging goals due to lack of initiative and/or confidence in his or her abilities. The candidate is unlikely to be motivated by competition with others possibly due to feelings of inferiority. The candidate may be hindered by a negative outlook. This candidate is also likely to avoid taking charge and tends to defer to others to make decisions.