

Customer Service with Sales – One Sitting

Assessment Fact Sheet

Overview

The Customer Service with Sales solution is for entry-level positions that involve both providing service and support to customers and selling goods or services. Sample tasks for this job include, but are not limited to: taking orders; solving product or service issues; selling products and services; responding positively to difficult customers; adding new goods and services to existing accounts; providing information on products and/or services. Potential job titles that use this solution are: Account Service Representative, Account Representative, Customer Service Representative, and Sales Representative.

Job Level	Entry-level
Job Family/Title	Business Suite

Details

Average Testing Time (minutes)	44 minutes
Maximum Number of Questions	255 items (219 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.

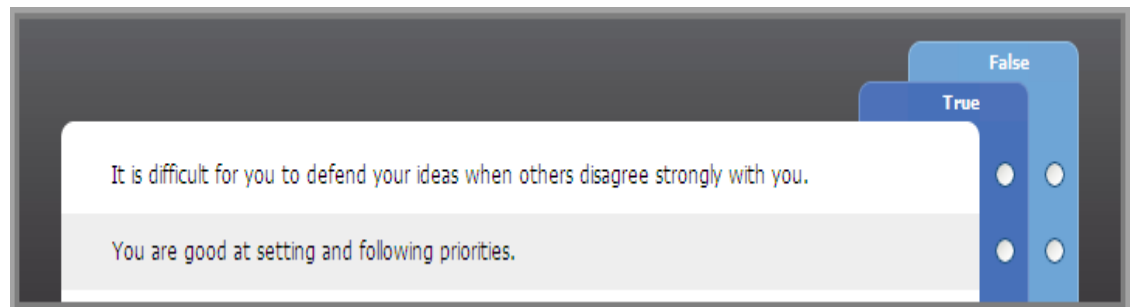
Drive for Success: This component measures the tendency to set and accomplish challenging goals, to believe in one's own ability to get the job done and to assert one's influence to drive others towards a common goal. This trait is characterized by working hard, demonstrating optimism in the face of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

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.

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.

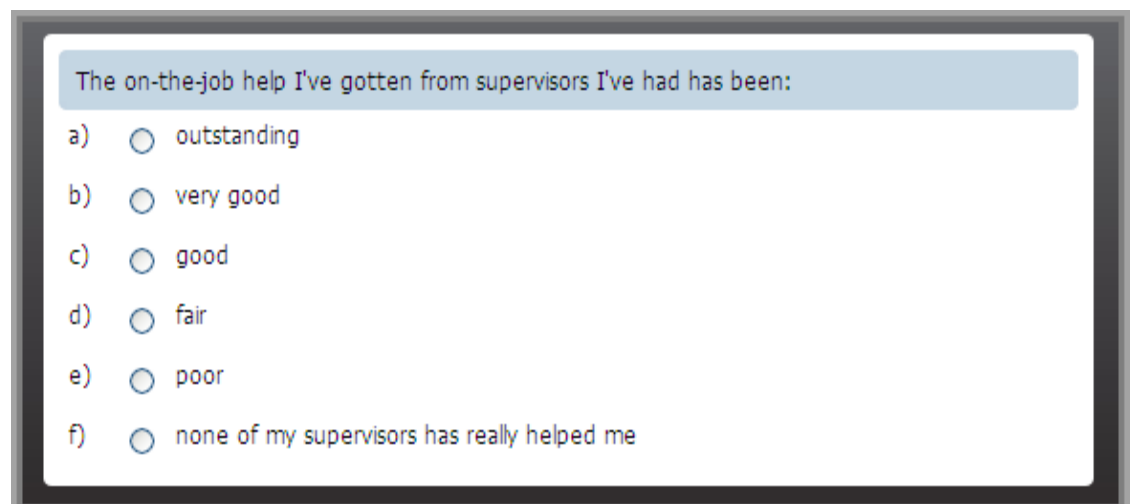
Example Questions



It is difficult for you to defend your ideas when others disagree strongly with you.

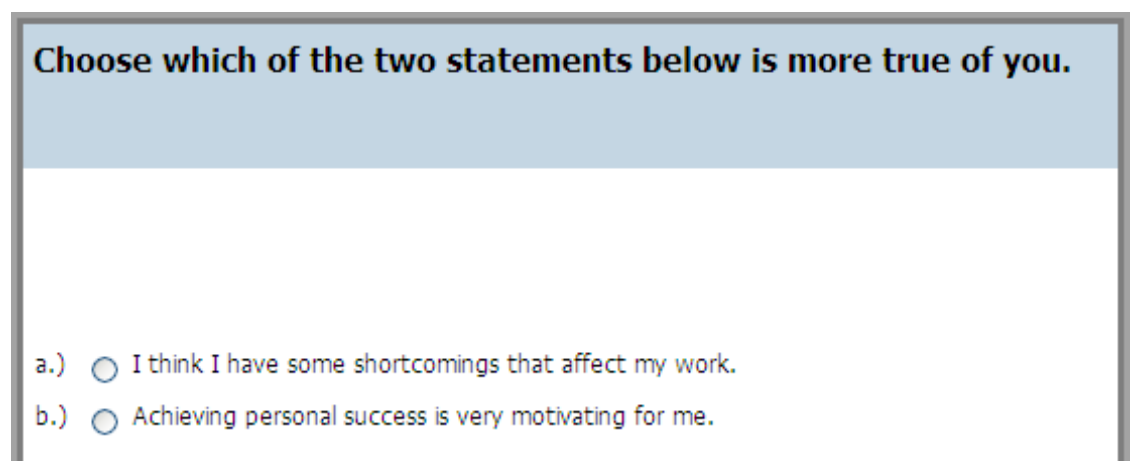
You are good at setting and following priorities.

True False



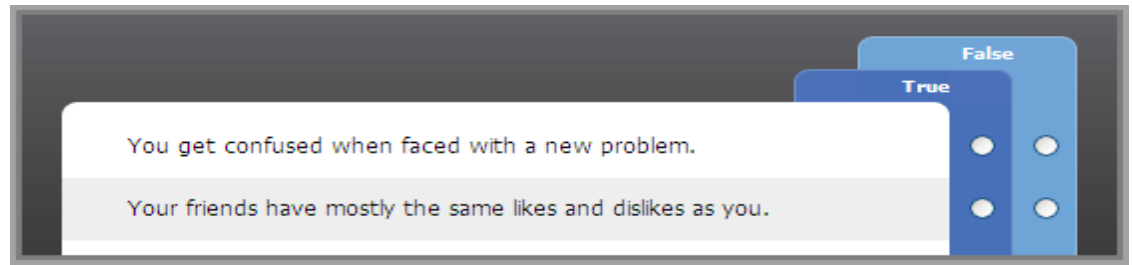
The on-the-job help I've gotten from supervisors I've had has been:

- 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.



Example Report

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

Recruiter
Interview
Development

Back
Print
PDF

Applicant Information

Name: Biz Suite
Application Date: Thu Mar 25 10:19:00 EDT 2010
Applicant ID: 3824
Session ID: 05152746612753
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

Not Recommended ✖

	Low	Medium	High
Percentile	30	70	100
Overall Score	20		

Detailed Results

	Low	Medium	High
Percentile	30	70	100
Drive for Success	6		
Conscientiousness	0		
Composure	21		
Sales Focus	33		
Service Professionalism	97		
Customer Focus	41		

Score Interpretation

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.

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.

This candidate is likely to avoid mundane tasks, have problems completing work tasks, and favor personal desires over following rules. The candidate likely lacks attention to detail, cannot be relied upon to complete tasks, and is often disorganized. A lack of concern for rules may make the candidate unsuitable for projects dealing with sensitive information.

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.

This candidate is likely to respond poorly during times of stress or criticism. The candidate may struggle to maintain composure and is unlikely to make effective decisions when under intense pressure to perform. The candidate is easily prone to worry, feelings of vulnerability, and is easily upset by circumstances or events. The candidate will struggle to regain productivity after troubling experiences, adding more stress and concern.