

Precise Fit

初级客户服务岗位解决方案（通用）

测评简介

概述

Precise Fit初级客户服务岗位解决方案（通用）为一系列初级工作岗位设计，考察候选人是否能在完成工作的同时与顾客互动。对于与顾客联系紧密的职位，或服务客户不是主要工作内容但为绩效重点考量的方面时，均可以使用本解决方案。工作内容包括但不限于：通过电话与客户沟通、处理订单、解决有关产品或服务的问题以及妥善应对棘手的客户。本解决方案可能适用的职位有：办公文员、推销员、护理、服务员、家政、收银员、零售员或快递员等。

职位级别 初级

职位类别 通用

详细信息

平均测试时间 (分钟) 14 分钟

形式 电脑、手机

问题类型 M单选题

所衡量的知识、技能、能力和胜任力

顾客为中心：用于衡量候选人是否能在与顾客沟通时保持热情，具体表现为：为带来的不便真诚道歉、能够耐心、冷静地应对粗鲁的顾客以及为顾客提供信息或产品。

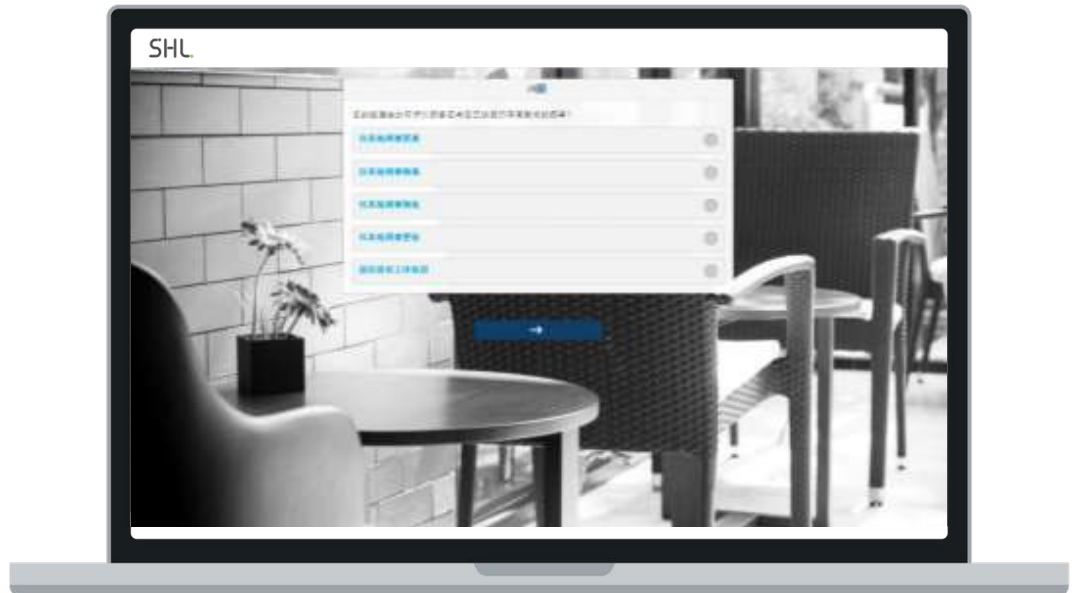
学习潜力：用于衡量候选人吸收新信息和解决问题的能力，具体表现为：能够学习、吸收、处理与工作相关的任务、政策和流程，并能够利用已知信息解决与工作相关的复杂问题。

责任感：用于衡量候选人是否稳重、可靠，具体表现为：主动按要求工作、坚持完成工作任务、按时保质以及能够对自己行为的结果负责。

示例问题 - 手机版



示例问题 - 电脑版



示例报告

Candidate Information	
Candidate : Test Candidate	Email : Test@testcandidate.com
Template Selected: Precise Fit Entry Level Customer Service Roles	Project Name: Customer Service - Teller
Job role: Teller	Candidate Location(s): Washington, DC
<p>Disclaimer : Information enclosed on these pages is confidential in nature and is intended only for the person(s) to whom it pertains or other authorized individuals. You must not rely on the information in the report as an alternative to certain advice from an appropriately-qualified professional. If you have any specific questions about any specific matter you should consult an appropriately-qualified professional.</p>	

Customer Service Role Sift Out_USE

Instructions

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 SHL offers, please contact your account representative.

Overall Score



Percentile

72

Recommended

Details

<p>Customer Focus</p> <p>30 70 100 Percentile 48</p>	<p>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.</p> <p>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.</p>
<p>Responsibility</p> <p>30 70 100 Percentile 87</p>	<p>This measures the tendency to be aware of and follow company policies and procedures, including: working in an organized manner, returning from meals and breaks on time, and working when coworkers are not working.</p> <p>The candidate is likely to be dependable and responsible on the job. He/she is likely to adhere to rules and show self-control and stability in behavior. The candidate has a tendency to be careful while performing tasks and takes responsibility for his/her work.</p>
<p>Learning Potential</p> <p>30 70 100 Percentile 60</p>	<p>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 or learning ability.</p> <p>The candidate's score indicates that his/her responses regarding education and work-related experiences are similar to those with average learning ability. The candidate should be able to learn work-related tasks, processes, and procedures during the allotted training period. The candidate will be able to perform simple numerical calculations with ease, but may require assistance when dealing with more complex problems. The candidate will perform at an average level in positions requiring these abilities.</p>