Precise Fit Entry Level Customer Service Solution (General)

Assessment Fact Sheet

Overview

The Precise Fit Entry Level Customer Service Solution (General) is for a wide range of entry-level positions where employees are expected to interact with customers when carrying out critical tasks of the job. This includes positions that require frequent interactions with customers, or positions where customer service is not central to the role, but is still essential for successful performance on the job.

Sample tasks for these jobs include, but are not limited to: interacting with customers on the phone to provide information; taking orders; solving product or service issues; and responding positively to difficult or irate customers. Potential job titles that use this solution are: Office Clerks, Telemarketers, Physical Therapist Aides, Waiters and Waitresses, Maids and Housekeeping Cleaners, Cashiers, Retail Salespersons, Light Truck or Delivery Services Drivers.

Job Level ....Entry-level

Job Family/Title ....General

Details

Average Testing Time ....14 minutes

Formats Available ....PC, Mobile

Question Format ....Multiple Choice
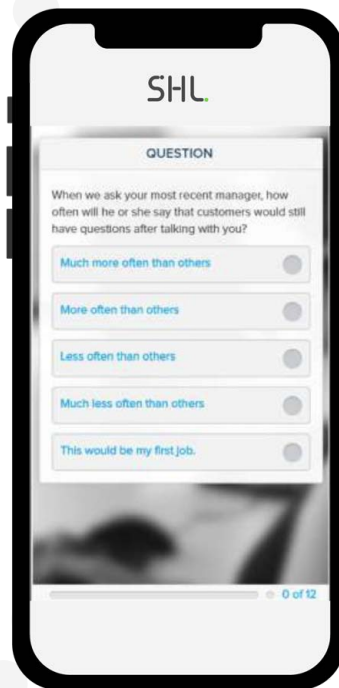
Knowledge, Skills, Abilities and Competencies Measured

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.

Learning Potential: This measures the potential to learn new information and solve problems. This competency is characterized by the ability to learn work-related tasks, policies, procedures, and to use information to form solutions to complex work situations.

Responsibility: This measures the tendency to be reliable and dependable. This trait is characterized by a willingness to behave in expected and agreed upon ways, following through on assignments and commitments, keeping promises, and accepting the consequences of one's own actions.

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Sample Items - Mobile

Sample Items - PC

Sample Items - Sample Report

Candidate Information

Candidate : Test Candidate

Template Selected: Precise Fit Entry Level Customer Service Roles

Job role: Teller

Email : Test@testcandidate.com

Project Name: Customer Service - Teller

Candidate Location(s): Washington, DC

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.

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	
	30 70 100	72	✓ Recommended

Details

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.

Percentile: **48**

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.

Responsibility

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.

Percentile: **87**

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.

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.

Percentile: **60**

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.

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