

# Precise Fit

## 初级客户服务岗位解决方案（零售 / 客服）

### 测评简介

#### 概述

Precise Fit初级客户服务岗位解决方案（零售客服）为初级工作岗位设计，针对面向客户服务的工作类型，考察候选人是否能提供准确信息、处理客户关于公司产品和服务的问题。工作内容包括但不限于：通过电话或当面与客户沟通、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：客户经理、客服人员、客户关系代表、客户服务代表、客服专员、会员服务代表或销售员等。

职位级别 ..... 初级

职位类别 ..... 零售、客服

#### 详细信息

平均测试时间 (分钟) ..... 19 分钟

形式 ..... 电脑、手机

问题类型 ..... 单选题、最符合 / 最不符合

#### 所衡量的知识、技能、能力和胜任力

适应变化：用于衡量候选人是否能毫无困难地接受和适应变化。

控制情绪：用于衡量候选人能在多大程度上控制负面情绪。

处理不确定性：用于衡量在职责和情况不明确的情况下，候选人能否有效工作的程度。

创造积极印象：用于衡量候选人管理自己的行为、给人留下积极印象的能力。

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。这种特质具体表现为：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。

完善个人表现：用于衡量候选人是否能主动寻求发展机会、不断提高绩效。

有效倾听：用于衡量候选人倾听他人的耐心和主动性。

保持良好的工作关系：用于衡量候选人主动与他人发展良好关系的能力。礼貌待人：用于衡量候选人是否有耐心、有礼貌并能够尊重他人。

努力实现目标：用于衡量候选人是否能主动设定高目标并努力达到或超越这些目标。

理解他人：用于衡量候选人是否能通过观察和分析来了解他人的行动和想法。

## 示例问题 - 手机版



## 示例问题 - 电脑版



## Sample Items - Sample Report

Candidate Information	
Candidate : Test Candidate	Email : Test@testcandidate.com
Template Selected: Precise Fit Entry Level Customer Service	Project Name: Customer Service Rep
Job role: Customer Service Representative	Candidate Location(s): Washington, DC
<p><b>Disclaimer :</b>            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>	

### PF Entry Level Customer Service Role Sift Out

#### 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

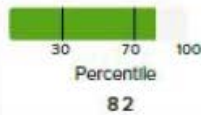
86

Recommended

#### Details

##### Customer Focus

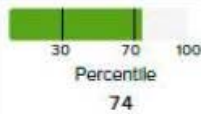
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient, tolerating rude customers calmly; and searching for information or products for customers.



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.

##### Understands others

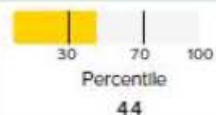
This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.



This candidate is likely to understand the motives, behavior and perspectives of others.

##### Listens effectively

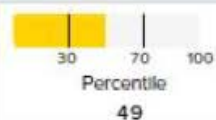
This measures the extent to which the candidate listens patiently and attentively.



This candidate tends to listen to others with minimal interruption. They try to understand others' points of view before forming an opinion.

##### Shows courtesy

This measures the extent to which the candidate is patient, polite and respectful.



This candidate is likely to treat most everyone with courtesy, patience, politeness and respect.

<p><b>Maintains good working relationships</b></p> <p>30 70 100 Percentile 42</p>	<p>This measures the extent to which the candidate puts effort into developing good relationships with others.</p> <p>This candidate is likely to put effort into developing good work relationships and act in ways that will strengthen work relationships.</p>
<p><b>Creates a positive impression</b></p> <p>30 70 100 Percentile 90</p>	<p>This measures the extent to which the candidate manages own behavior to create a positive impression.</p> <p>This candidate is more likely to make a good first impression, dress appropriately for any situation, and appear professional at all times.</p>
<p><b>Adapts to change</b></p> <p>30 70 100 Percentile 78</p>	<p>This measures the extent to which the candidate accepts and adapts to changes without difficulty.</p> <p>This candidate is likely to feel energized by change and adapt their own approach easily and quickly to meet new expectations.</p>
<p><b>Copes with uncertainty</b></p> <p>30 70 100 Percentile 32</p>	<p>This measures the extent to which the candidate is productive when roles and situations are not clearly defined.</p> <p>This candidate is likely to remain productive when faced with ambiguity in their role.</p>
<p><b>Controls emotions</b></p> <p>30 70 100 Percentile 48</p>	<p>This measures the extent to which the candidate keeps negative emotions under control.</p> <p>As with most candidates, this candidate will likely be challenged by difficult situations and may at times have to work hard to hide their negative reactions.</p>
<p><b>Strives to achieve</b></p> <p>30 70 100 Percentile 31</p>	<p>This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.</p> <p>This candidate is likely to set goals that are somewhat demanding but still achievable. They are likely to show good effort but may tend to focus on the most achievable goals.</p>
<p><b>Improves own performance</b></p> <p>30 70 100 Percentile 25</p>	<p>This measures the extent to which the candidate seeks development opportunities in order to improve their own performance.</p> <p>This candidate may place little emphasis on improving their own performance and are more likely to pass over opportunities for development.</p>