

Precise Fit Entry Level Customer Service Solution (Retail / Contact Center)

Assessment Fact Sheet

Overview

The Precise Fit Entry Level Customer Service Solution (Retail / Contact Center) is for entry-level positions in which employees interact with customers by providing information or carrying out customer requests related to an organization's products or services. Sample tasks for these jobs include, but are not limited to: interacting with customers on the phone or in person; taking orders; solving product or service issues; and responding positively to difficult or irate customers. Potential job titles that use this solution are: Account Manager, Account Representative, Contact Center Representative, Customer Care Representative (CCR), Customer Service Representative (Customer Service Rep), Customer Service Specialist, Member Services Representative, Sales Facilitator.

Job LevelEntry-level

Job Family/TitleRetail & Contact Center

Details

Average Testing Time 19 minutes

Formats AvailablePC, Mobile

Question Format Multiple Choice, Most / Least

Knowledge, Skills, Abilities and Competencies Measured

Adapts to Change: This measures the extent to which the candidate accepts and adapts to changes without difficulty.

Controls Emotions: This measures the extent to which the candidate keeps negative emotions under control.

Copes with Uncertainty: This measures the extent to which the candidate is productive when roles and situations are not clearly defined.

Creates a Positive Impression: This measures the extent to which the candidate manages their behavior to create a positive impression.

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.

Improves Own Performance: This measures the extent to which the candidate seeks development opportunities in order to improve their own performance.

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

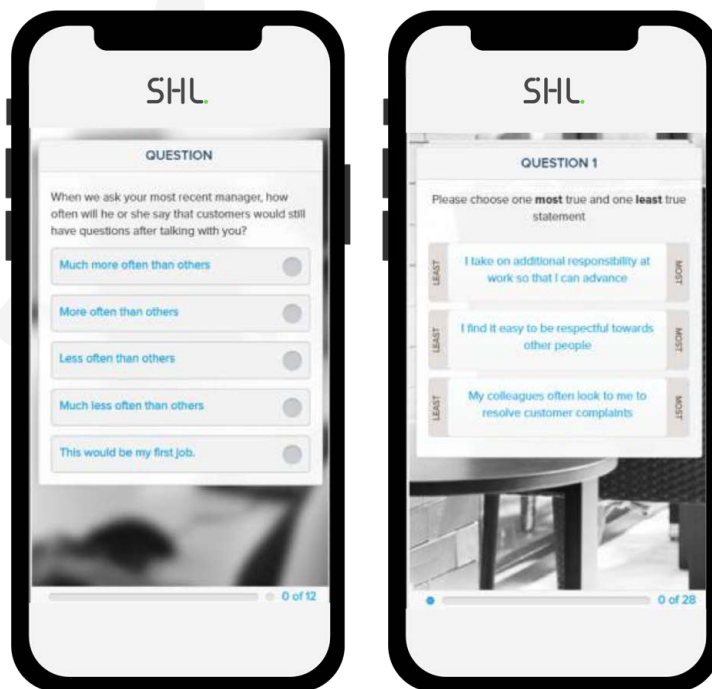
Maintains Good Working Relationships: This measures the extent to which the candidate puts effort into developing good relationships with others.

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

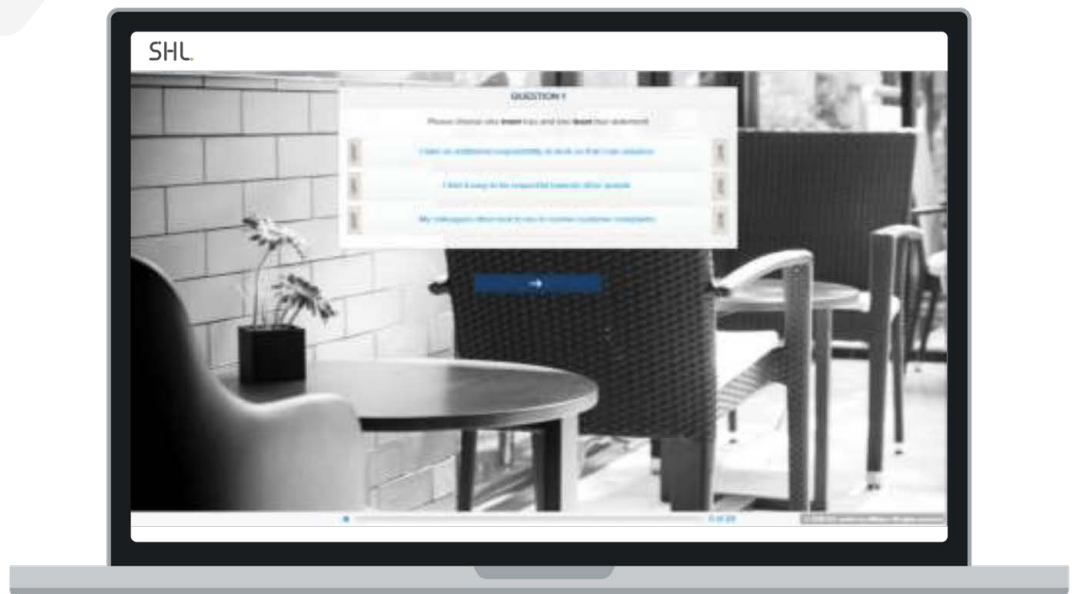
Strives to Achieve: This measures the extent to which the candidate sets demanding goals and makes a determined effort to meet or exceed them.

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

Sample Items - Mobile



Sample Items - PC



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
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.	

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

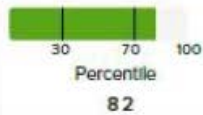
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Recommended

Details

Customer Focus

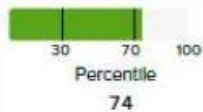
This is a measure of the tendency to show persistent enthusiasm when interacting with customers. This trait is characterized by: apologizing sincerely for inconveniences; being patient, tolerating rude customers calmly; and searching for information or products for customers.



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

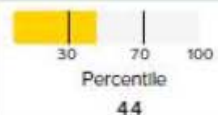
This measures the extent to which the candidate observes and analyzes behavior to understand others' reactions and perspectives.



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

Listens effectively

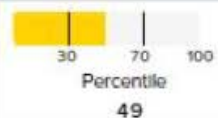
This measures the extent to which the candidate listens patiently and attentively.



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>Maintains good working relationships</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>Creates a positive impression</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>Adapts to change</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>Copes with uncertainty</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>Controls emotions</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>Strives to achieve</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>Improves own performance</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>