

# Select for Call Centers Inbound Service v3

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Survey Results for *Robin Example*

ID:

Test Date: 3/20/2017 12:17:09 PM

Organization: 060/0 [ ] æ ^

## This Report Is Confidential

- Lock it up
- Don't leave it out
- Don't show it to the candidate

## Use This Report To Make Good Decisions

- Retest or avoid candidates with Invalid results
- Avoid candidates with Avoid scores
- Use interview probes and other report information to evaluate O
- Combine information from all sources (survey, interview, refere

**SAMPLE REPORT**

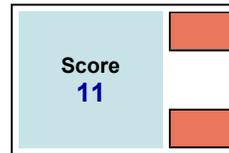
**Random Response:**

A check for random responding. If Invalid, the candidate could not or did not read the test well enough to avoid responding randomly, and these results should not be used.



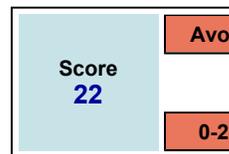
**Integrity Index:**

A measure of the candidate's attitudes about personal integrity and work ethic.



**Performance Index:**

A measure of the traits associated with successful performance in this job.



**Performance Sub-scale Analysis:**

The table presents the candidate's scores for each sub-scale of the Performance Index.

Flagged areas should be probed in the interview.

Subscale
<b>Energy</b> (activity level; action orientation)
<b>Frustration Tolerance</b> (remain emotionally positive in spite
<b>Accommodation to Others</b> (willingness to accommodate the de
<b>Acceptance of Diversity</b> (tolerance of others different from se
<b>Positive Service Attitude</b> (appreciation of the service role)

\*If flagged, see interview probe sugge

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Counterproductive Behaviors

In this section, undesirable responses by the candidate to theft, job commitment, w etc. questions are presented. The total number of survey questions for each topic is selected an undesirable response to the following:

JOB COMMITMENT (10 possible questions)

- How many employers have you had in the last three years? . . **Three**

WORK ETHIC (6 possible questions)

- It would bother you very much if you knew another employee was losing th  
**Disagree**

"  
"

**Preparation:**

- Review the application form
- Review the test results

**STEP 1: Open the Interview**

Hello, my name is \_\_\_\_\_ and I'm the \_\_\_\_\_ (your position). The purpose of this interview is to learn more about you and your questions about your previous experience, how you approach certain things some notes -- that's to help me remember better what you said after the interview answers; what we want is to learn more about you. At the end, I'll leave so If you are ready, we can begin.

**STEP 2: Review the Application and Investigate Potential**

___ All blanks completed?	___ Employm
___ Application signed?	___ Extremely
___ Several jobs in the last 2 years?	___ Earnings s
___ Vague reasons for leaving job(s)?	___ Can comp

*Example Questions*

I see that you were unemployed from \_\_\_\_\_ to \_\_\_\_\_. Please tell me about

I see that you left your previous employer. Would you explain further?

I noticed that you have changed jobs frequently in the recent past. Why?

**STEP 3: Review Test Flags and Begin In-depth Questions**

While asking the following interview questions, be sure to listen and probe

- Low Positive Service Attitude

1. Tell me about your responsibilities in your previous (or current) job. What you like the least and why? (*Listen for relevant work experience, likes and*

2. Tell me about a time you worked or volunteered in a position where you people? How did you like it? How successful were you? (*Probe for willing*

### Development Suggestions

**Congratulations on joining our team!** We want our team members to be as successful as possible from the start, and the purpose of this report is to help you along that path. The information you receive from your manager during your training, will help you to develop your skills and effectiveness in the role.

As part of the selection process you completed an assessment tool which measures skills that are proven to have an impact on success in this type of role. Based on your responses, we have identified development areas for you. These are highlighted in the Development Suggestions section. Working to develop your skill set in this area(s), you can learn to be more effective and therefore putting yourself in the best position to succeed in this role.

#### Low Positive Service

Your responses to the assessment suggest that you may be less trusting and positive towards most people. It could be that you are cautious in general or perhaps you have had negative experiences with customers, employers, or co-workers. In either case carrying this skepticism into your work can prevent you from responding favorably to others' needs/requests and to make the effort to do more to increase customer satisfaction. To develop more positive service attitudes consider the following:

- Begin by placing yourself in your customer's shoes. What expectations does your customer have of your company? How can you best meet or exceed those expectations?
- Think about times when you have been a customer and received poor service. What would you as a person representing the company do? Focus on giving the customer the best possible service in their position.
- Try to view every customer as someone who could have a powerful impression (good or bad) on your boss. They might possibly be someone you will even encounter on a future job interview. Remember that you never know who you will come back to haunt you tomorrow.
- Even when customers are difficult, it is your job to be polite and respectful. Remember to be professional and objective when dealing with them and answer their questions in a considerate manner.