



SELECT for Customer Service

Copyright © 1995, 1997, 1999, Bigby, Havis & Associates, Inc. All rights reserved.

Survey Results for: **Suzanne Example**
ID:
Test Date: 3/21/00 10:57:04 AM
Organization: Carols TV Rental, Inc.
Richardson: Richardson



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 Okay and Good candidates
- Combine information from all sources (test, interview, references, etc.) to make a final decision

Results



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.

Random Response:	Valid	Invalid
	X	

Integrity Index:

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

Score:	Avoid	Okay	Good
10		X	
	0-8	9-11	12-13

Retail Math Score:

A measure of retail math and basic numerical reasoning skills.

Score:	Needs Training	Okay
13		X
	0-8	9-14

Performance Index:

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

Score:	Avoid	Okay	Better
19		X	
	0-15	16-22	23-34

Details



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	Okay	Flag*
Energy (activity level; action orientation)	X	
Frustration Tolerance (remain emotionally positive in spite of frustration)		X
Accommodation to Others (willingness to accommodate the desires of others)	X	
Acceptance of Diversity (tolerance of others different from self)	X	
Positive Service Attitude (appreciation of the service role)		X
*If flagged, see interview probe suggestion(s) in later section.		

Counterproductive Behaviors



In this section, undesirable responses by the candidate to drug use, theft, job commitment, work ethic, resistance to direction, safety, etc. questions are presented. The total number of survey questions for each topic is given in parenthesis. The candidate selected an undesirable response or answered agree to the following:

WORK ETHIC (8 possible questions)

- In these times, just about everyone lies to take care of themselves. . . **Agree**

Interview Probes



(Based on the candidate's test results, the following areas should be probed further in the interview. We recommend that you use these suggestions to confirm the test results.)

LOW FRUSTRATION TOLERANCE

This candidate scored low on a measure of emotional resilience and positiveness. Some people with this profile can be moody and sensitive, and may be easily discouraged. The candidate may have a low tolerance for stress, and may tend to worry excessively. These characteristics could interfere with her ability to maintain a positive attitude about the job, co-workers and customers.

Interview Probes:

- Ask her to describe those aspects of previous jobs which have been frustrating or irritating. Listen for responses that suggest a low frustration tolerance or a tendency to be easily affected by the ups and downs of the job or by personal circumstances.
- Ask about her ability to deal with pressure, stress, and disappointments. Ask her to describe the sorts of things that are irritating or annoying on the job.
- Ask her to describe how well she handles stress on the job.
- Ask her to describe the enjoyable aspects of dealing with people, and what she dislikes about it. Listen for tendencies to dwell on the negative and, in particular, listen for signs that she is easily disturbed by people who are difficult or rude.
- Describe a typical situation with a difficult person. Ask the candidate how she would handle the situation and how she would feel after the confrontation. Listen for signs of worrying or an inability to put things aside and be positive for other people.

LOW POSITIVE SERVICE ATTITUDE

This candidate scored low on a measure of positive service attitude. This low score suggests that the candidate may have a defensive or negative attitude, especially about helping or doing things for customers or co-workers. The candidate may be the type of person who assumes the worst about the customer, co-workers, the boss, the company, etc., and lets negative assumptions influence her willingness to cooperate or help.

Interview Probes:

- Ask her to describe what she feels are the pluses and minuses of a customer service job. Listen for suggestions that interacting with and serving people day in and day out may be something she dislikes.
- Ask for descriptions of the type of customers and co-workers she likes best and least. Listen for mentions of

people that act as if they are better than service people or that treat her like a servant. Attempt to determine if she is quick to become defensive with others.

- Ask her why she left her last job. Listen for a tendency to blame others -- bad supervisor, poor treatment, difficult co-workers or customers, etc.

Copyright © 1995, 1997, 1999, Bigby, Havis & Associates, Inc. All rights reserved.