

# Customer Service

Module: Call Centre

Updated: May 09

## Overview

A test designed to identify candidates with the appropriate attitude to work in customer service call centres.

## Skills Measured

Comprehension  
Co-operativeness  
Understanding

## Recommended Applications

Call centre employees who are required to work as part of a team and demonstrate a positive attitude to their role.

## Complementary Tests

Call Centre Phonetic Alphabet  
Call Centre Advanced

## Test Details

Question Presentation Type	Multi Choice
Candidate Practice Available	Yes
Randomised Questioning	Yes
Available questions in pool	15
Number of questions presented	15
Time Allowed	30 mins
Average Time to Complete	20 mins

## Sample Question

- Q.** If the caller has a speech impediment, do you?
- A. Snigger to yourself
  - B. Put them on loud speaker so everyone can enjoy their performance
  - C. Try to mimic their impediment for fun
  - D. Be patient and listen extra carefully.

## Sample Results

Test Result for Sue Salt	
Test	Customer Service
Test Started At	08th Jun 2009 13:02
Test Finished At	08th Jun 2009 13:05
Test Taken ID	1627
Remote Test	No
Answers correct	14
Out Of	15
Percentage	93

