



SELECT for Call Centers-Sales Combo

Questions? Call Employee Selection & Development, Inc. at 800-947-5678

Survey Results for: **Suzanne Sample**
ID:
Test Date: 3/20/00 2:07:22 PM
Organization: Credit Card Service, Inc.
Region: South
Area: Florida



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
12			X
	0-8	9-11	12-13

Inbound Performance Index:

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

Inbound Score:	Avoid	Okay	Good	Better
13	X			
	0-14	15-16	17-21	22-28

Outbound Performance Index:

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

Outbound Score:	Avoid	Okay	Good	Better
15		X		
	0-11	12-16	17-19	20-21

Details



Performance Sub-scale Analysis:

The tables below present the candidate's scores for each of the sub-scales of the Inbound and Outbound Sales Performance Indices.

Flagged areas should be probed in the interview.

Inbound Subscale	Okay	Flag*
Energy (activity level; action orientation)		X
Accountability (accept personal responsibility for performance)	X	
Positive Sales Attitude (positive attitude about the customer & sales)	X	
Influence (enjoy influencing the actions of others)	X	
Social Comfort (at ease with, enjoy social interaction)		X
Preference for Structure (work within ordered processes & procedures)	X	
Frustration Tolerance (remain emotionally positive in spite of frustration)	X	
*If flagged, see interview probe suggestion(s) in later section.		

Outbound Subscale	Okay	Flag*
Energy (activity level; action orientation)		X
Multi-Tasking (juggle many tasks)		X
Accountability (accept personal responsibility for performance)	X	
Positive Sales Attitude (positive attitude about the customer & sales)	X	
Assertiveness (enjoy asserting influence over others)		X
Social Comfort (at ease with, enjoy social interaction)		X
Diplomacy (interact cooperatively and smoothly)	X	
Acceptance of Diversity (tolerance of others different from self)	X	
Frustration Tolerance (remain emotionally positive in spite of frustration)	X	
Criticism Tolerance (accept criticism constructively)	X	
*If flagged, see interview probe suggestion(s) in later section.		

Job Task Responses:

How willing are you to . . .	Would do it and enjoy it	Would do it	Would do it, but not like it	Would not want to do it	Would not do it
Work weekdays?		X			

Work evenings or nights?				X	
Work weekends?				X	
Work holidays?				X	
Work overtime?				X	
Commit to being on time, every time?		X			
Serve or assist customers?		X			
Work cooperatively with others?		X			
Handle demanding people?			X		
Handle rude customers?		X			
Listen to customers using headphones or an earjack?		X			
Convince others to buy things?		X			
Make cold calls?			X		
Closely follow a telephone script?		X			
Meet daily performance goals?		X			
Have your customer calls monitored?		X			
Work with computers?		X			
Sit for long periods of time?		X			
The table above reports the candidate's stated willingness to do tasks commonly required in jobs similar to this one. Indications of reluctance should be probed during the interview.					

Interview



Preparation:

- Review the application form
- Review the SELECT test results

STEP 1: Open the Interview

Hello, my name is _____ and I'm the _____ (your position). We're glad that you are interested in this position. The purpose of this interview is to learn more about you and your work experiences. I will be asking you some

questions about your likes and dislikes, your goals, etc. You will probably see me jotting down some notes -- that's to help me remember better what you said after the interview is over. There are no correct or incorrect answers, what we want is to learn more about you. At the end, I'll leave some time to answer any questions you might have. If you are ready, we can begin.

STEP 2: Review the Application and Investigate Potential Problem Areas

- | | |
|--|--|
| <input type="checkbox"/> All blanks completed? | <input type="checkbox"/> Employment gaps? |
| <input type="checkbox"/> Application signed? | <input type="checkbox"/> Extremely high or low earnings? |
| <input type="checkbox"/> Several jobs in the last 2 years? | <input type="checkbox"/> Earnings show progress? |
| <input type="checkbox"/> Vague reasons for leaving job(s)? | <input type="checkbox"/> Can complete all essential functions? |

Example Questions:

I see that you were unemployed from _____ to _____. Please tell me about this period of unemployment.

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

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

STEP 3: Review SELECT Flags and Begin In-depth Questions

While asking the following interview questions, be sure to listen and probe in the following areas highlighted by SELECT:

- Low Energy Level
- Low Multi-tasking (*Outbound Only*)
- Low Assertiveness (*Outbound Only*)
- Low Social Comfort

1. Tell me about your responsibilities in you previous (or current) job. Which did you like most and why? Also, which did you like the least and why? (*Listen for relevant work experience, likes and dislikes that may or may not fit this job.*)

2. Why are you considering leaving or why did you leave your current/last job? (*Listen for reliability, job fit.*)

3. What attracts you to this job with our company? *(Listen for a desire to sell and a desire to serve others as well as an interest in your organization.)*

4. Have you ever had a sales job? What did you sell? Did you like the job? How successful were you? *(Listen for sales experience, desire to sell and a willingness to influence others.)*

5. Have you ever worked or volunteered in a position where you sold products or services over the telephone? How did you like it? How successful were you? *(Probe for sales drive, positive competitiveness to be the best.)*

6. How would you describe yourself as an employee? What are your strengths? What things do you think you might need to improve? *(Listen for work ethic, interpersonal skills, a willingness to influence others.)*

7. What type of people do you like best? And least? Why? *(Listen for openness and a lack of prejudice.)*

8. What type of supervisor do you like best? Why? *(Listen for a willingness to be supervised.)*

