



SELECT for **Customer Service**

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helps identify service providers who:

Enjoy The Service Role

Exceed Customer Expectations

Foster New And Repeat Business

Work Cooperatively With Others

Demonstrate Integrity And A Positive Work Ethic

Show Composure Under Stress



SELECT for Customer Service



IDENTIFY

positive service providers:

- ▶ Customer Service Representatives
- ▶ Retail Sales Associates
- ▶ Restaurant Staff
- ▶ Hospitality Staff
- ▶ Cashiers
- ▶ Reservation Agents
- ▶ Help Desk Personnel
- ▶ Technical Support Staff
- ▶ Temporary or Seasonal Employees

MEASURES

key dimensions of the service personality:



Positive Service Attitude

Favorable view of customers and the service role

Energy Level

Active and productive

Frustration Tolerance

Emotionally optimistic and resilient

Accommodation to Others

Willing to meet the needs of other people

Acceptance of Diversity

Tolerates others different from self

Integrity

Strong work ethic

Retail Math (optional):

A test of basic arithmetic, making change and doing simple price markdowns

Counterproductive Behaviors (optional):

Attitudes toward drug use, reliability and theft

The Survey is....

Simple to administer and score

Short (15 minute administration time)

Easy to customize and validate for your organization

Internet Ready for greater flexibility



136 W. Main St., Suite 200
Leola, PA 17540
Phone: (717)656-4632
www.Super-Solutions.com