Customer Service Dilemmas™

Assessor Report For

Ann Example

Date of assessment: **19 November 2010**

Comparison group: **Norm 1 - Customer Service Staff**

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Contents

Information about this Report

This report describes how **Ann Example** performed in completing the Customer Service Dilemmas . The Customer Service Dilemmas test measures an individual's judgement and decision-making skills in relation to typical situations that Customer Service Staff might face in a job. The situations presented in the Customer Service Dilemmas test relate to four competencies:

- Understanding Customer Needs

- Delivering Quality Service

- Convincing Others

- Dealing with Challenging Customers

In the Customer Service Dilemmas test, **Ann Example** was required to rate the effectiveness of different actions that could be taken in response to the situations presented. These ratings are then scored based on how similar they were to those provided by job experts.

The Customer Service Dilemmas test measures whether an individual can recognise how effective different actions are likely to be in response to a situation. It does not assess whether an individual would actually demonstrate those effective behaviours in practice, so please take this into consideration when reading this report. However, research indicates that tests measuring situational judgement can be useful predictors of performance at work.

If the Customer Service Dilemmas test is administered in unsupervised conditions, an individual's identity cannot be verified by an administrator when taking the test. To verify an individual's level of capability in relation to the competencies assessed by the Customer Service Dilemmas test, supervised methods of competency assessment should be used, such as simulation exercises and/or a competency-based interview.

Please remember that performance on the Customer Service Dilemmas test is not fixed, and an individual's scores may change over time with practice, experience and training. In practice, the results from this test are likely to be valid for up to 12 months.

Use of the Customer Service Dilemmas test is restricted only to registered individuals who have demonstrated the required level of competence to apply the test and interpret the results from it.
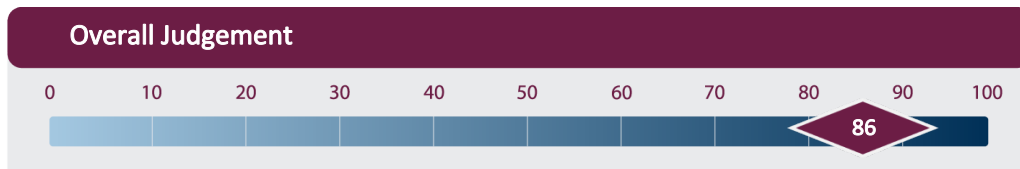
Score Profile

The results for the Customer Service Dilemmas test are presented as Percentiles Scores. The Percentile Scores indicate the percentage of the comparison group that **Ann Example** scored higher than. For test users who wish to use a standard score scale to interpret the results, the equivalent T scores and Sten scores obtained by **Ann Example** are provided as an Appendix to this report.
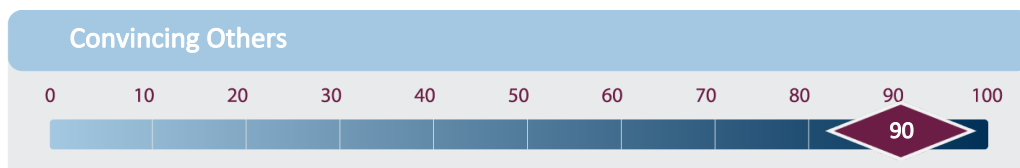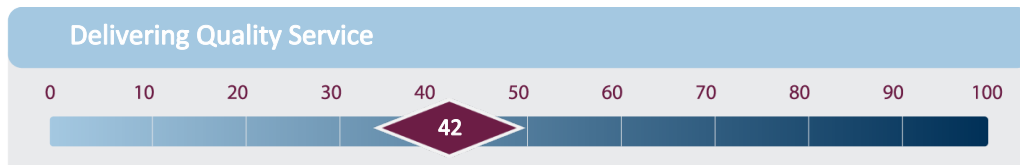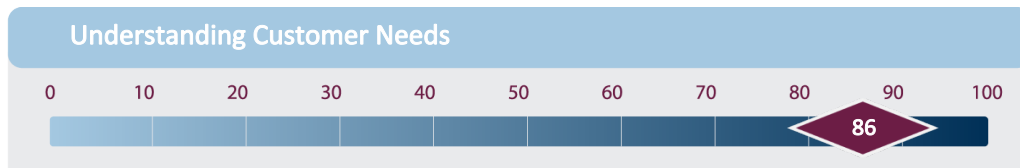
The Overall Judgement score indicates the overall level of performance achieved by **Ann Example** in responding to the situations in the test. Sub-scores on the competencies assessed in the Customer Service Dilemmas test are also provided for additional interpretation about test performance. The competency sub-scores can indicate relative strengths or potential areas for development in terms of judgement and decision-making. The sub-scores should be used with caution and interpreted in the context of the Overall Judgement score.

Completion time: **22 minutes, 25 seconds**

Comparison group: **Norm 1 - Customer Service Staff**

Overall Judgement

0	10	20	30	40	50	60	70	80	90	100

86

Competency Sub-Scores

Understanding Customer Needs

0	10	20	30	40	50	60	70	80	90	100

86

Delivering Quality Service

0	10	20	30	40	50	60	70	80	90	100

42

Convincing Others

0	10	20	30	40	50	60	70	80	90	100

90

Dealing with Challenging Customers

0	10	20	30	40	50	60	70	80	90	100

90

Interpretation Guidance

This section provides some additional guidance about the Customer Service Dilemmas results obtained by **Ann Example**. A broad guideline about how to interpret these percentile scores is shown in the table below. This table shows five bands of percentile scores and a performance description for each band.

91-99	Well above average
71-90	Above average
30-70	Average
10-29	Below average
1-9	Well below average

Overall Judgement

This score indicates the overall level of performance achieved by **Ann Example** on the Customer Service Dilemmas test. This score indicates the quality of judgement and decision-making across all of the scenarios presented in the test.

Ann Example achieved an Overall Judgement score that was higher than **86%** of the comparison group. Overall, this level of performance was **above average** when judging the effectiveness of actions across all of the situations presented in the test.

Understanding Customer Needs

This competency relates to situations which require respondents to understand the needs of the customer or seek out information to provide tailored solutions.

Ann Example achieved a score for this competency that was higher than **86%** of the comparison group. This level of performance was **above average** when judging the effectiveness of actions in situations that required a focus on Achieving Results.

Delivering Quality Service

This competency relates to situations which require respondents to deliver a high quality service to customers in spite of obstacles or challenges.

Ann Example achieved a score for this competency that was higher than **42%** of the comparison group. This level of performance was **average** when judging the effectiveness of actions in situations that required a focus on Delivering Quality Service.

Convincing Others

This competency relates to situations which require respondents to convince customers of the value of a service or product.

Ann Example achieved a score for this competency that was higher than **90%** of the comparison group. This level of performance was **above average** when judging the effectiveness of actions in situations that required a focus on Convincing Others.

Dealing with Challenging Customers

This competency relates to situations which require respondents to deal effectively with challenging customers, remaining calm under pressure and taking responsibility for customer complaints so that they are resolved promptly.

Ann Example achieved a score for this competency that was higher than **90%** of the comparison group. This level of performance was **above average** when judging the effectiveness of actions in situations that required a focus on Dealing With Challenging Customers.

Appendix: Standardised Scores

Sten Scores and T-Scores are provided for users who are trained to interpret them, as an alternative to Percentile Scores. Alongside this, the Raw Scores from the test are also given.

A Sten Score is a standardised test score presented on a 10-point scale, with a mean of 5.5 and a standard deviation of 2. A T-Score is a standardised test score with a mean of 50 and a standard deviation of 10. The Raw Scores, Sten Scores and T-Scores based on the responses given by **Ann Example** are provided in the table below.

Norm group: **Norm 1 - Customer Service Staff**

	Raw Score	Sten Score	T-Score
Overall Judgement	**93**	**8**	**61**
Competency Sub-Scores			
Understanding Customer Needs	23	8	61
Delivering Quality Service	21	5	48
Convincing Others	25	8	63
Dealing with Challenging Customers	24	8	63

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