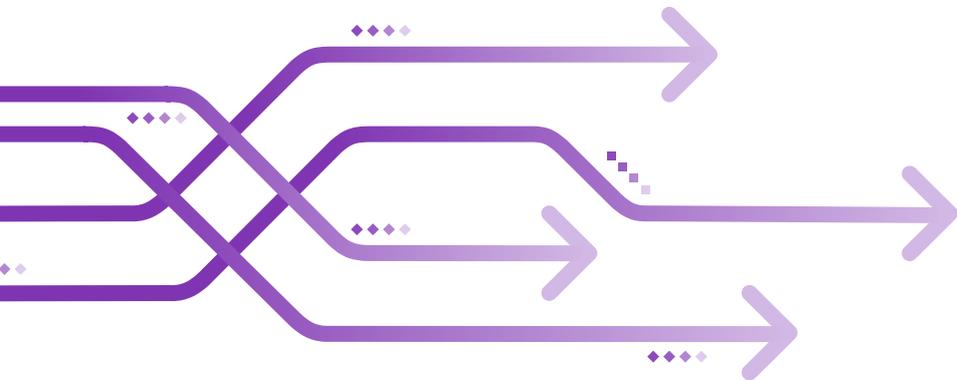


Assessment Report Sample Candidate

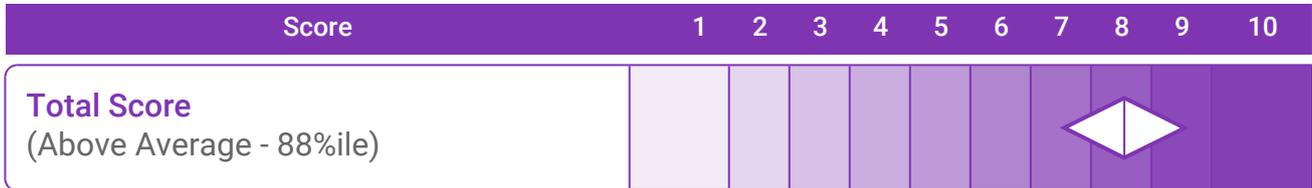


Customer Situations

Customer Situations Profile

This profile provides an overview of Sample Candidate's performance on the Customer Situations assessment. The assessment requires candidates to rate the effectiveness of different potential actions to situations they could encounter in a customer contact role.

The profile below shows Sample Candidate's Total Score relative to the Customer Service Representatives (UK, IA, 2021) comparison group on a 1 to 10 sten scale.



Interpretation

Sample Candidate's Total Score was Above Average. They performed better than 88% of the comparison group.

This indicates that they have a fairly strong fit to a role focused on customer contact, based on how they rated the effectiveness of different potential actions in each situation.

They are likely to find understanding the effectiveness of different actions in remote customer interaction situations easier than other people. These situations typically include:

- Finding out key information
- Supporting colleagues
- Dealing with challenging customers
- Following processes
- Escalating important issues

About this Report

This report is based upon the Customer Situations assessment, which explores an individual's situational judgement within a work context.

The results are based on a comparison with a group of 147 customer service representatives in the United Kingdom. The results in this report are presented on a 1 to 10 Sten scale, where 1 indicates low performance and 10 indicates high performance on the assessment. The margin of error that should be allowed before concluding that there is a difference between scores is indicated by the diamond shape.

When reading this report, please remember that it is based on the information gained from the assessment completion only. It describes performance on this particular assessment, rather than performance at work or study. Research suggests that situational judgement tests can be powerful predictors of successful performance in study and work activities.

The information contained in this report is confidential and every effort should be made to ensure that it is stored in a secure place.

The information contained within this report is likely to provide a valid measure of situational judgement for 12 to 24 months.

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