

Customer Service Dilemmas™

Online Assessment for Customer Facing Roles



Ensure that your people on the front line have the ability to deliver face-to-face service that meets and exceeds customer expectations.

Customer Service Dilemmas™ is a cost effective **Situational Judgement Test (SJT)**, which can be used to recruit, select and develop people for business critical customer facing roles.

Customer Service Dilemmas can be combined with a Competency Based Interview to form a quick, reliable selection process that delivers excellent value for money.

Why Customer Service Dilemmas?

- Customer Service Dilemmas is cost effective, quick and easy to access online.
- It is applicable to face-to-face customer service delivery roles in many business sectors, including retail, banking, leisure and tourism.
- It is suitable for any organisation of any size, single site or multisite – use the test with a handful of participants or thousands.
- It has high job relevance, containing a range of typical face-to-face service encounters set in a department store, supermarket, bank, leisure centre and hotel.
- Marking is fully automated, so it's 100% error free and quicker than traditional competency based assessments, which have previously taken much longer to mark.
- Results are competency based and can be easily mapped to the requirements of a specific customer service position.
- The assessment is delivered via A&DC's Apollo™ platform, which means that you can easily invite participants to take tests, track their progress, and view or export participant scores at any point in a recruitment or selection project, or for learning and development.



What does it Measure?

Customer Service Dilemmas takes around 30 minutes to complete and measures an individual's judgement and decision making skills in typical customer facing service scenarios. It then generates a comprehensive feedback report against four key competencies >

- Understanding Customer Needs
- Delivering Quality Service
- Convincing Others
- Dealing with Challenging Situations

Customer Service Dilemmas – Fast, effective online assessment and reporting

