

INFORMATION FOR TEST-TAKERS



This sheet contains key information about the Customer Services Inventory (CSI). For more general advice on test-taking please refer to the separate Test Taker's Guide.

What type of test is this?

The CSI is a questionnaire that focuses on those aspects of personality most relevant to customer service roles.

What does the test measure?

The test explores how you typically behave in a customer service environment. So it looks, for example, at how easy you find it to remain helpful and productive under pressure, comply with company procedures, and control your feelings when faced with demanding customers.

How does it do this?

You will be presented with 63 statements and asked to consider the extent to which you agree with them.

How long will it take?

Most people take about 15 minutes to complete the questionnaire, but there is no strict time limit and it is not a test of speed. While best completed in one go, it is possible to split the test into two or more sittings if necessary, saving your answers from one session to the next.

What do the questions look like?

Here is an example of the type of question you can expect to encounter. In each case you will be asked to indicate the response that best represents your opinion:

I find it easy to start conversations with people I meet for the first time

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

If you select an answer and then wish to change it, you can do so by clicking on the new answer instead. However, you won't be able to alter your response once you have moved on to the next question.

How should I tackle the questions?

When completing the test, aim to respond to the statements as truthfully as you can. There are no hidden meanings so avoid thinking about any of the questions too deeply. If in doubt, go with your instinctive reaction. Built-in checks are designed to detect people who distort their answers to try and present themselves in a favourable light.

How will the test be scored?

Your responses are combined to provide the person administering the test with a report on your Customer Focus, Productivity, Customer Confidence and overall Customer Service Potential. At the discretion of the testing organisation, these results may be discussed with you at interview.

What can I do to practise beforehand?

There are no intrinsically right or wrong answers, so you cannot improve them with practice. All you can do is respond truthfully and with self-insight. It may help in preparation for the test to reflect on your feelings and reactions to customer service situations experienced in the past.