

BANK CUSTOMER SERVICE SURVEY RESULTS REPORT

The RESULTS REPORT *gives the hiring manager or supervisor* an objective evaluation of the applicant's customer service potential, as well as descriptions of the applicant's preferred work styles in each of the three customer service areas:

- cross selling orientation
- approach to complaint handling
- friendly factor

In addition, the RESULTS REPORT includes specific suggestions, for each customer service area, that the supervisor can use to help the employee perform most effectively in a customer service position.

Assumptions:

- ⇒ Both organizations and their employees benefit when there is a good match between the job and the person who fills it.
- ⇒ The hiring decision should be based on all of the job-relevant information that is available about the applicant, **never on test results alone**.
- ⇒ The content of the Results Report helps you know your new employee's specific strengths and needs so that you can customize their training, if necessary, from the very first day.

How Is The Bank Customer Service Survey Scored? The RESULTS REPORT is based on a scientific, validated analysis of each individual's answers. There are no "right" or "wrong" answers to the questions on the Bank Customer Service Survey; instead, each individual's answers establish a unique pattern that the scoring decision rules analyze and present in the RESULTS REPORT.

The BANK CUSTOMER SERVICE SURVEY RESULTS REPORT can be printed on demand from the scoring software.

We Stand Behind Our Tests!

We encourage our customers to call our toll-free customer hotline **(800-886-4356)** if they have questions about a particular RESULTS REPORT.

NOTE: For security reasons, we do not post actual sample reports at our public web site. For more specific information about the content of any report, please call our toll-free number (800- 886-4356) or contact us at information@helmtest.com.