

SELECT Customer Service

SELECT for Customer Service is a personality-based survey designed to measure characteristics important in most customer service jobs.

Through our research with customer service jobs, we have identified several key personality characteristics that contribute to job success. **SELECT for Customer Service** allows you to hire associates who will work cooperatively, exceed customer expectations and foster new and repeat business. It will also help you to identify those applicants with low integrity and who are poorly suited for customer service positions.

What Does It Measure? The two central indices are Integrity and Performance. The Performance Index has been validated to predict the traits associated with successful performance on the job. The Integrity Index has been validated to predict the attitudes, personal integrity, and work ethic in relation to being effective on the job.

SELECT to Hire the Best

SELECT for Customer Service has been validated for use with people in a service or a sales support role. Some appropriate positions include:

- Customer Service Representatives
- Reservation Agents
- Technical Support Staff
- Temporary or Seasonal Employees