

Situational Judgment Test – Service

What is it?

Excellence in customer service is critical to the success of service organizations and manufacturers of products that require reliable service. With the increasing number of businesses capable of providing quality products at a reasonable price, customer service has become the competitive difference. Given the importance of providing excellent customer service in the present and future marketplace, organizations need to employ individuals who possess a high degree of service skills and who apply those skills effectively.

PsyMetrics' SJT - Service consists of attitudinal, behavioral, and situational questions aimed at assessing the candidate's ability to problem solve and use appropriate judgment while performing in a service function. The test was developed to assist organizations in identifying those who have a strong service orientation, meaning individuals who possess and demonstrate those skills necessary for providing excellent service.

What Competencies Does It Assess?

- Conscientiousness
- Interpersonal Skills
- Listening Skills
- Service-Orientation

Benefits of the SJT-Service:

- **Simplicity:** simple to use, easy to understand.
- **Online:** 100% cloud-based; data safe and secure.
- **Technology Platform:** the profile forms part of the PsyMetrics Assessment Platform.
- **Control:** Clients have full control over their PsyMetrics system and process.
- **Cost Effective:** Flexible costing structure.
- **PsyMetrics:** In addition to the SJT-Service profile access 25 other assessment tools from the same platform.
- **Application:** Screening, selection, promotion, & development
- **Input-Throughput-Output:** Approx. 30 minutes to complete, instant report generation and rigorous reporting.

SJT Training

Training can be provided to clients or consultants if required, however it is not mandatory.

Additional information can be sourced by contacting the Johannesburg office on +27 (0) 11 450 2434 or emailing info@bioss.com.

For more information on the SJT-Service or a free consultation please contact info@bioss.com or call 011 4502434.