

<b>Candidate Information</b>
<b>Name:</b> Adam Lanyon   <b>Telephone:</b> 6472170712   <b>Email Address:</b> alanyon@selfmgmt.com
<b>Address:</b> 155 Rexdale Blvd, Toronto
<b>Desired Location:</b> TELLER SIM - Testing Account

**Results**

## CSR SimulationPro™

This report provides an overall assessment of the candidate's proficiency in performing the necessary skills to excel in a frontline CSR position. It measures the candidate's competence across Computer Skills, Cognitive Skills, and the ever important Customer Service Skills.

**Overall Score**

An average of Computer Skills, Cognitive Skills and Customer Service Skills.



4.47



**Computer Skills**

An evaluation of computer skills based on the simulation exercise.

5 / 5

An average of Computer Navigation and Keyboarding.

**Cognitive Skills**

An evaluation of cognitive abilities based on the simulation exercise.

5 / 5

An average Mathematics, Reading and Comprehension and Working Memory.

**Customer Service Skills**

An evaluation of customer service skills based on the simulation exercise.

4 / 5

An average of Customer Service, Procedural Compliance, and Attention to Detail

**Results**

**Computer Skills**

An evaluation of computer skills based on the simulation exercise.



Computer Navigation

The simulation contains a number of situations where the candidate must demonstrate computer proficiency in order to proceed. These instances are scored independently and they are listed below.

5 / 5

This skill is measured by:

- Found and Responded to Simulation date in under 7 seconds: Yes
- Found and Responded to Minimum Balance in under 7 seconds: Yes
- Found and Responded to Store Hours Question in under 7 seconds: Yes

Total Time to Complete Simulation: 7:50

Keyboarding

The simulation is designed to test keyboarding in a real time environment.

5 / 5

There is sense of operating under pressure as a running time clock is presented throughout the simulation and it is highly visible to the candidate.

There is a clear keyboarding exercise where the skills are measured as follows:

Speed and accuracy when entering information using computer keyboard

- Entered Customers Address Correctly: Yes
- Entered Customer #2's Name Correctly: Yes
- Entered Account # Correctly: Yes
- Net Words per minute: 45
- Time to Type E-mail: 7

**Results**

**Cognitive Skills**

An evaluation of cognitive abilities based on the simulation exercise.



**Basic Mathematics**

There are number of math exercises in the simulation. Throughout the assessment, the candidate is tested on basic math computations and the time taken to complete them is measured and reported below.

5 / 5

This skill is measured by:

- Calculation of cash required to meet minimum balance: Yes
- Balance required to meet higher interest rate: Yes
- Deposit amount for Customer #2: Yes
- Withdrawal amount correct: Yes
- Final deposit correct for Customer #2: Yes

**Reading and Comprehension**

The candidate must read and understand written information and utilize appropriate material from the database. The candidate's ability to navigate this database and retrieve specific information related to the customer's situation is a key skill. This ability is timed to measure how quickly the candidate can find and deliver this information accurately.

5 / 5

This skill is measured by:

- Selected correct simulation date: Yes
- Remembered procedure for client without bank card: Yes

**Working Memory**

The simulation assesses candidates on ...

5 / 5

This skill is measured by:

- Selected correct simulation date: Yes
- Remembered procedure for client without bank card: Yes
- Entered Customers Phone # Correctly: Yes
- Remembered Account Type Client Requested: Yes
- Identified Number of People in Line: Yes

**Results**

**Customer Service Skills**

An evaluation of customer service skills based on the simulation exercise.



Customer Service

An evaluation customer service based on the simulation exercise.

3 / 5

This skill is measured by:

- Proper handling of cell phone: **No**
- Up-sell of Financial Services: **Yes**
- Correctly Addressed Branch Hours Inquiry: **Yes**
- Handled User Fees Objection Correctly: **Yes**

Procedure Compliance

An evaluation procedural compliance based on the simulation exercise.

5 / 5

This skill is measured by:

- Looked at Content in all 5 tabs: **Yes**
- Proper Greeting of Customer #1: **Yes**
- Used Customer's last name when asking for phone number: **Yes**
- Proper procedure for answering branch telephone: **Yes**
- Time to respond to callers inquiry (seconds): **< 1**
- Followed process for flagging International Currency: **Yes**
- Ideal Conclusion to Customer #2: **Yes**

Attention to Detail

The simulation measures the candidate's responses based on the retention of information and recognition of specific details throughout the customer interaction.

3 / 5

This skill is measured by:

- Start Date Format Correct: **No**
- Phone Number Swap Identified: **Yes**
- Identified All Cheque Errors: **Yes**
- Identified and flagged International Currency: **Yes**