

Comparability Form

WORKFORCE READINESS SYSTEM

AccuVision™ Customer Care Module

The Customer Care Module is a process for measuring participants' skills necessary to succeed in a professional customer service position. When information from the system will be used to make selection decisions, it is important to ensure that the test will provide valid information for the jobs in question. This form is designed to measure the similarity of the job(s) you intend to use the test for relative to the jobs on which the test was originally validated. Given a sufficient amount of similarity, the test will provide a valid measure of participants' customer service skills and abilities, and information from the test can be incorporated into selection decisions.

To assess the similarity of activities, it is suggested that a Comparability Form be completed. It should be completed using the following process.

- Assemble 3-5 individuals who are extremely familiar with the job for which the test is to be used.
- Have the group review and discuss the first activity on the Comparability Form. The discussion should center on whether or not the work activity on the form is actually performed in the job for which the test is to be used. If the answer is "yes", a check should be placed in the blank to the left of the statement. (If the group is comprised of only two people, both must agree on the task's relevance for it to be checked. If the group is made up of more than two people, the majority of the group must agree on the tasks relevance).
- Each statement on the form should be reviewed and processed in like manner.
- After all statements have been discussed and evaluated, tally the number of checked statements.
- If the number of checked statements is 9 or more, significant similarity exists between the job(s) you intend to use the test for and the jobs on which the test was originally validated and therefore, the test will provide a valid measure of participants' customer care skills and abilities.

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<i>Names of group members</i>	<i>Titles</i>

<i>Job/job family for which evaluation is being made</i>

<i>Date</i>

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1. Remains polite and professional when interacting with customers who make unreasonable demands.
2. Faced with a hostile customer, maintains positive demeanor and earnestly attempts to help the customer.
3. Handles competing customer needs in a calm and helpful manner, follows through on commitments.
4. Increases customer loyalty by immediately addressing concerns and following up.
5. Recognizes when it is best to personally handle customer needs versus when to direct the customer elsewhere.
6. Recognizes priorities, then implements solutions based on an understanding of business need..
7. Decides when to vary from routine operating policies/guidelines and when to adhere to them.
8. Recognizes when more information is needed for making a decision.
9. Recognizes the limits of own authority, correctly decides when to use those limits in order to keep the customer satisfied.
10. Evaluates alternative possibilities for customer satisfaction, then chooses one that minimizes harm and makes the customer feel supported.
11. Proactively helps coworkers for the purpose of increasing overall quality of company operations.

12. Voice, body language, and attitude communicate to the customer that satisfying the customer's need is of highest importance.
13. Balances own work schedule against customer needs; willingly makes adjustments.
14. Determines customer need and improves customer relations by "listening" to customer comments and requests.

Note: "Customer" does not refer only to individuals external to the organization. Also included are internal employees, persons in another unit/area, for whom such activities are performed.

The Resource Connection

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