

Sales and Customer Service

Publisher	Product	Ψ	Description	Details
BSRP	SPQ*Gold®		Sales Call Reluctance®. This test identifies 12 types of sales call reluctance factors which have been identified as a key to successful sales performance. Also reports on three impostor scales, and overall brake/accelerator score. <i>Useful for selection and development for individuals in roles that require strong sales ability and prospecting. Special Conditions apply for resellers.</i>	40 mins
Performance Insight	Sales Performance Insight Questionnaire		Sales Performance Insight Questionnaires measures behaviours that are uniquely relevant to sales. It predicts the multi-dimensional characteristics required by today's sales professional, and measures the subtle but critical characteristics that differentiate successful sales people. <i>Useful for selection and development for individuals, suitable for a board range of sales role.</i>	40 mins
D.L. Ross	ASAP - Service Attitudes Predictor		Service attitudes for service industries, with specific emphasis on hospitality. Assesses overall service orientation, and six specific service dimensions: disposition, extra, affinity, communication, individual attention and competence. <i>Suitable for selection of employees for hospitality roles.</i>	10 mins
OPIC	CSEQ: Customer Service Excellence Questionnaire		Measures interpersonal & proactive competencies for delivery of customer service. Measures teamwork, self management, supporting customer relationships, influencing, results focused and initiative. The report also gives an overall CSEQ rating based on the scales that are most important in predicting overall customer service excellence. <i>Suitable for selection of employees in call centre roles.</i>	15 mins
Check	Service: Identity		Measures service knowledge. Assesses helping disposition, ability to be a team player, ability to manage stress, and reliability. <i>Suitable for selection of employees for customer service oriented roles.</i>	15 mins
	Call Centre: Sales Scenario (Audio)		Test assesses candidate skills using realistic simulations of a call centre sales representative interacting with prospective clients. Reported scales include prospecting, information gathering, overcoming objections and closing. <i>Suitable for selection in call centre roles.</i>	