



**Career  
Essentials:  
Assessments**

# Career Essentials: Assessments

## **Teacher Preparation Guide For Use with the Career Essentials: Assessments**

*Discover, Develop and Validate Students'  
Knowledge and Skill*

***CUSTOMER SERVICE ASSESSMENT***

# Introduction to the Career Essentials: Assessments

The Career Essentials: Assessments can help both students and teachers discover students' occupational strengths. By implementing the Career Essentials: Assessments, students and teachers can collaboratively develop a life-long learning plan to validate and enhance students' skills and knowledge. Assessment data results are beneficial for students, teachers and administrators in validating student learning, and improving programs and their accountability.

This teacher preparation guide is a tool developed for instructors to help students capitalize on their unique strengths, which can improve individual student performance and provide a clear way forward for student success.

The Career Essentials: Assessments Teacher Preparation Guide provides an easy-to-follow road map to implement the Career Essentials: Assessments. The guide is not meant to be curriculum nor should it replace that which already exists. It provides specific information regarding the Career Essentials: Assessments so teachers can identify existing curriculum areas that may need additional emphasis.

The guide ultimately helps teachers provide students with learning opportunities. Its goal is for students to become comfortable and successful with the Career Essentials: Assessments.

Inside the guide, teachers will find:

- Major content areas of the assessment
- A blueprint of the assessment competency areas
- A checklist of the various competency areas within the assessment
- Access to a trade- or technical-specific online 10-question demo assessment
- Resources used for the assessment development
- Access to an employability skills based, online 10-question practice assessment to help students navigate the assessment system

## Table of Contents

What are Career Essentials: Assessments?.....	4
Using the Career Essentials: Assessments .....	4
Preparing Students for the Career Essentials: Assessments .....	5
Workplace-Ready Skills .....	6
Assessment Competency Areas .....	7
Student Tools: Access Directions for the Trade- or Technical Specific Online 10-Item Demo.....	7
Student Tools: Test-Taking Reminders .....	7
Student Testing Tips.....	7
Student Tools: Customer Service Blueprint and Competency Area Knowledge Checksheets.....	8
Summary and Quick Glance Testing Reminders .....	8
Customer Service Blueprint.....	9
Knowledge Checksheets.....	11
Helpful Tips and Reminders for Students.....	17
Sample Assessment Questions .....	18
Resources .....	20

### **What are Career Essentials: Assessments?**

Career Essentials: Assessments are online assessments that evaluate technical and employability skills and knowledge. They are the way ahead for the next generation of our American workforce, and they help candidates validate their technical skills and knowledge to potential employers. They also help local instructors demonstrate the value of their programs, while supporting local industries with a pool of potential employees that has been tested by a system they can trust.

Each assessment was developed by a panel of industry, high school and college/postsecondary subject matter experts (SMEs) using national technical standards. Career Essentials: Assessments were created by industry to ensure relevance to entry-level skills, meet Perkins IV accountability requirements and provide certificates to students who achieve industry-defined scores. They ensure your students are workforce ready.

Career Essentials: Assessments incorporate photographs, videos, animations and illustrations to ensure clarity for each technical question. Drag-and-drop and multiple-choice questions appeal to visual and kinesthetic learners and test content knowledge rather than test-taking abilities. Even simple multiple-choice questions are brought to life through pictures and animations.

Assessments are available in more than 40 trade, industrial and technical areas. A rigorous and educationally sound process captures critical competencies, standards and criteria as defined by industry.

Academic core and critical skill areas also exist in each assessment. State-level academic curriculum specialists identified connections to national academic standards.

Each one-hour assessment includes 50 questions. Under the supervision of a proctor, the integrity of each test is ensured by offering multiple unique versions of the assessment, which

**For complete information regarding the Career Essentials: Assessments and to see all assessment areas, please visit the website at:**

***[www.careeressentials.org](http://www.careeressentials.org)***

measure the same core and critical competencies. Even within the same version, questions and answers are displayed in varying orders to prevent test takers from copying others. The Career Essentials: Assessments are designed to be user-friendly and intuitive for students.

### **Using the Career Essentials: Assessments**

Every classroom is unique. You can use the Career Essentials: Assessments in a way that best suits your program and students. The following directions are SkillsUSA's suggested and preferred method to implement the assessments so that your students gain the most from the results.

The most important step in the Career Essentials: Assessments process is to select the correct assessment for your students. You are key to the selection process. Without your involvement, the wrong assessment may be selected. Assessment titles do not provide enough information for proper selection. Review the various assessment categories that best correspond to your program.

Next, look at each of the assessment titles within the category and the corresponding blueprint. The blueprint will tell you which competencies and subjects are addressed in the assessment.

Cross-walk the various blueprints with your classroom curriculum. The assessment blueprint will show what's emphasized and how competencies are weighed. Please remember the Career Essentials: Assessments are based on national industry standards, so the assessment may not perfectly align with the existing curriculum. Content may need to be added or emphasized to better prepare students for the Career Essentials: Assessments.

Once you have selected the assessment that best fits your program, administer that Career Essentials: Assessments at the beginning of your students' final program year. This could be considered a pre-test.

Assessment results are available as soon as your student completes the assessment. The report provides you with a gap analysis to identify your students' learning needs according to each competency area within the assessment. Dynamic reports compare your students' performance to the current state and national averages. Reports also enable you to track a student's progress on an individual basis. The assessment pre-testing results provide you with a benchmark for your students and identify student learning gaps. This data may help you adjust your own curriculum and identify areas that may need more or less emphasis. The data can be shared with students so everyone can focus on learning areas that need improvement during the school year.

Then, at the end of the school year or program semester, administer your specific Career Essentials: Assessments a second time as a post-test.

Use post-test data to improve or adjust curriculum once again for your next program year. This way, curriculum adjustments are made using the student testing data rather than arbitrarily making adjustments.

This pre- and post-test process is a "win-win" situation for the teacher and especially the student! To ensure a quality process, SkillsUSA is ready to help at any time.

### **Preparing Students for the Career Essentials: Assessments**

Provide each student with a copy of their trade- or technical-specific Career Essentials: Assessments Blueprint. Do this at the beginning of your course. Review and discuss the blueprint with your class, providing insight on the assessment weighting and what is emphasized.

Have students discuss how they can assist each other to prepare for the assessment.

Place the Career Essentials: Assessments Blueprint on the classroom wall. The blueprint will help students focus on the appropriate course content areas that align with the assessment. It will also help everyone to be aware of the program's goals and expectations.

### **The Career Essentials: Assessments at a Glance**

- **Select the correct assessment title. *Do not* have someone select the assessment for you, as there may be several titles that may relate to your program**
- **Review the assessment blueprint that best aligns with your existing curriculum**
- **Identify gaps in your curriculum, and use additional resources to enhance or align the curriculum**
- **Share the assessment blueprint with the students so everyone is aware of the expectation**
- **Have your students take the assessment at the beginning of their final program year as a pre-test**
- **Use pre-test data to identify learning gaps or strengths of individual students or the class**
- **Remediate the students using the data analysis from pre-test to enhance, emphasize and adjust learning objectives**
- **Have your students take the assessment a second time (as a post-test) at the end of the program year to determine learning gains/gaps**
- **Use post-test data to improve or adjust curriculum for your next program year**

Administer the Career Essentials: Assessments as a pre-test to identify student gaps. If possible, pre-test your students at the beginning of their final program year to identify learning gaps both individually and as a class. The data will provide an excellent “road map” to prepare students to take the assessment again (post-test) at the end of the program. Using the data, tailor the instruction to better prepare your students.

Use the Career Essentials: Assessments competency areas checksheets included in this guide to encourage class discussion and help students identify strengths and weaknesses.

Use the pre-test data to ascertain problematic learning areas. Have students identify discussion topics based on the various competency areas and their pre-test data results. Exercises, demonstrations and even questions can be developed by the students using their textbooks or other resources listed in this guide.

Assign homework that aligns to the assessment blueprint. Focus on a competency area within the assessment. Using the checksheets in this guide, have students develop questions and potential answers using the resources identified when developing the assessment. Use the questions for class discussion or “quiz bowl” activities.

Have students take the Career Essentials: Assessments trade- or technical-specific online 10-question demo assessment. This could be a homework assignment or done in class 30 days prior to taking the assessment the second time (as a post-test). This not only will provide students with specific sample questions and potential answers, but it will also allow students to experience the online system again and become more familiar with the types of questions they may encounter when taking the actual assessment.

Following the demo assessment, discuss the experience students had. What question(s) did

they not understand? Did they have difficulty navigating the online system? This experience will help students be more comfortable and confident when taking the final assessment.

Discuss as a class or individually with students which question(s) were difficult. Facilitate a discussion to glean more information regarding why certain answers were wrong. Offer techniques students can use to better determine correct answers.

### **Workplace-Ready Skills**

Through the Career Essentials: Assessments, you have the option for your students take an Employability Assessment. This assessments tests a student’s workplace-ready skills such as communication, teamwork, time management and more. It can be used for any student in any occupational area as a practice test or a separate assessment.

If you use the Employability Assessment as a practice test have students take it in class. Not only can the Employability Assessment help students become familiar with the navigational tools of the assessment system, but it can also measure and make your students aware of another important skill set. It may also help them become comfortable in the testing environment.

See the Career Essentials: Assessments website for more information: [www.careeressentials.org](http://www.careeressentials.org)

The Employability Assessment is *not* intended to familiarize students with the Customer Service assessment content.

**Please note: For all Career Essentials: Assessments to be valid, instructors cannot be present in the room where their students will be taking the test. A proctor is required. Proctors can be other instructors, a school administrator or school counselor.**



**Assessment Competency Areas**

Career Essentials: Assessments Customer Service Assessment covers six major technical competency areas (unit areas). In the online assessment, these six competencies are tested with 50 interactive, multiple-choice items. Each competency area has a different number of items. The chart lists the major technical competency areas and the percentage of the assessment in each one.

**Technical Competency Areas for Customer Service**

Competency	Percentage of Area Assessment
Demonstrate Core Customer Service Skills	20%
Demonstrate effective communication skills	20%
Demonstrate workplace etiquette and professionalism	16%
Demonstrate Problem Solving Skills	20%
Execute effective time management skills	12%
Use service to promote sales and customer retention	12%

**Student Tools:**

**Access Directions for the Trade- or Technical-Specific Online 10-Item Demo Assessment**

Have your students copy and paste this link <http://www.careeressentials.org/assessments/demo-our-assessments/> into their browser. The sample programmatic questions will give you and your students an idea of the types of questions on the assessment and how the questions are generally written.

**Test-Taking Reminders**

Encourage your students to have good study habits. Below are basic reminders to better prepare students for life-long learning and workplace success. You may want to have this discussion at the beginning of the year to encourage students to incorporate these strategies.

- Develop a regular study schedule
- Identify a specific location to study
- Always take notes while studying in class or on your own
- Take short breaks during your study session
- Perform “mini-testing” to make sure you understand and comprehend the program concepts
- Join small study groups to help focus on the program content
- If you need special assistance in testing, tell your teacher or counselor so they can make accommodations.

**Student Testing Tips**

The most important tip for your students is to be prepared mentally and physically for the testing session. Make sure to tell them to get plenty of rest and eat healthy. Suggest they wear comfortable and appropriate clothing to the testing session. If they are able to bring items to the testing session, such as a non-programmable calculator, make sure they have the items ready the night before. Have students check our website at <http://www.careeressentials.org/wp-content/uploads/2017/07/Permitted-Testing-Tools-Aids.pdf> for permitted tools or job aids

that can be used during testing. The more organized they are before the testing period, the more relaxed they will be during the actual testing session.

Encourage your students to be relaxed and positive. If they begin to panic during the testing, suggest they take some deep breaths to relax and think positive thoughts.

Do not rush through the questions. Instruct your students to read the question and potential answers thoroughly. Tell them to make sure they know exactly what the question is asking before answering. Let them know that if they are unsure, they can mark the question and return to it. Other questions may have clues to the correct answer.

Use process of elimination. If your students are not sure of the correct answer, tell them to study the potential answers and eliminate the ones that they know are not correct.

If all else fails, tell students to *guess*. After they have exhausted all options, tell them to take their best guess at the correct answer. If they have studied the content area, they may intuitively know the correct answer. The Career Essentials: Assessments system does not penalize students for guessing and they may guess correctly!

### **Customer Service Blueprint and Competency Area Knowledge Checksheets**

The next section provides the assessment blueprint and detailed topics within each competency area covered within the Customer Service assessment. Photocopy and share the following blueprints and checksheets with your students so they can better prepare for each of the competency areas within the Customer Service assessment.

### **Summary and Quick Glance Testing Reminders**

The Career Essentials: Assessments process is designed for program and curriculum improvement. This is a continuous improvement process to better meet the educational needs of your students by strategically using data results.

Advanced planning and preparation is a key component in implementing this process. Below we have attempted to summarize the steps in the suggested Career Essentials: Assessments implementation pre- and post-test process.

- Identify the correct assessment for your program
- Share the selected assessment blueprint with your students, parents, advisory board members and others. Place the blueprint on the classroom wall
- Pre-test your students at the beginning of their final programmatic year
- Use the data results to identify “learning gaps”
- Share the pre-test data with the student(s)
- Tailor learning experiences to meet student needs and supplement current curriculum
- Develop homework assignments around the competency knowledge checksheets located in this guide
- Have students take the demo 10-question practice test 30 days prior to the post-test
- For students that need more time in the actual testing environment, use the Employability Assessment to review navigational tools and to make students more comfortable in the testing lab
- Finally, review the blueprint and knowledge checksheets in totality before taking the post-test to ensure students are aware of the expectation

Using the above steps, you and your students should see improvement in the post-test assessment score report and a percentage of knowledge gained.



# Customer Service Blueprint

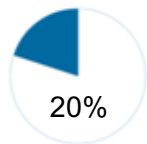
This Blueprint contains the subject matter content of this Career Essentials Assessment.

**Note:** To fully prepare for **Customer Service** SkillsUSA Championships contest, refer to the current year's SkillsUSA Championships Technical Standard, now included with your SkillsUSA Professional Membership. If you need help in accessing this benefit, contact the SkillsUSA Membership Office at 1-800-355-8422.

## Standards and Competencies

Competencies are weighted throughout the assessment. The percent shown is the weight of the competency. There are 50 questions per assessment.

### Demonstrate Core Customer Service Skills



- ∞ Understand core customer service concepts
  - Define your customer (internal vs. external)
  - Demonstrate ability to balance customer interest and company interest
  - Demonstrate sensitivity to diverse audiences
  - Understand how customer service impacts the customer and the company
  - Demonstrate flexibility and teamwork skills
  - Demonstrate effective use of time
- ∞ Understand the steps of the customer service process
  - Make a formal introduction and open lines of communication
  - Identify the reason for the contact
  - Utilize active listening techniques
  - Ask probing questions to provide focus
  - Confirm mutual understanding
  - Identify a plan of action with realistic expectations
  - Execute plan of action to completion and follow up with customer
- ∞ Demonstrate qualities of a customer service professional
  - Dress appropriately for your profession & demonstrate personal hygiene
  - Demonstrate basic respect skills for customers and coworkers
  - Display self-confidence and persuasiveness
  - Display honesty & integrity
  - Display reliability and dependability

### Demonstrate effective communication skills



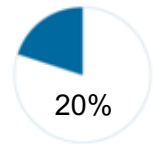
- ∞ Display effective person-to-person communication skills
  - Demonstrate a positive attitude that conveys a sincere desire to assist
  - Read and utilize appropriate non-verbal skills
  - Demonstrate the ability to speak to your audience with appropriate terminology
  - Demonstrate appropriate handoff skills (phone / email / face to face) if needed
- ∞ Display effective written communication
  - Display effective grammar usage
  - Display effective spelling skills
  - Display effective composition skills
  - Display effective paper correspondence skills
  - Display effective electronic correspondence skills
    - Effective chat-based customer service communication skills
    - Effective email customer service communication skills

**Demonstrate workplace etiquette & professionalism**



- ∞ Demonstrate the ability to take ownership of a situation
- ∞ Demonstrate the ability to interpret and follow procedure
- ∞ Accurately document customer interactions
- ∞ Demonstrate proper telephone etiquette
- ∞ Demonstrate proper workplace etiquette
- ∞ Demonstrate ability to receive and act on constructive criticism
- ∞ Understand the need for continuous learning and mentorship
- ∞ Demonstrate balance when working in stressful situations
  - Diffuse anger in customer interactions

**Demonstrate Problem Solving Skills**



- ∞ Identify root causes of customer problems
  - Ability to sort facts from emotion
- ∞ Utilize available resources to complete customer needs
  - Knowing when to escalate an issue
- ∞ Anticipate customer needs and recommend additional service
- ∞ Generate effective solutions

**Execute effective time management skills**

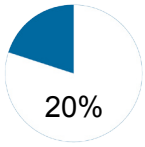


- ∞ Demonstrate ability to prioritize issues
- ∞ Ability to handle multiple customers and issues without sacrificing quality
- ∞ Ability to learn and use multiple technologies to increase customer satisfaction

**Utilize service to promote sales and customer retention**



- ∞ Demonstrate product knowledge
  - Ability to match the customer with the service or product
- ∞ Identify additional selling opportunities & promote value
- ∞ Describe value within services rendered
- ∞ Understand the customer's tolerance for upselling
- ∞ Utilize customer incentives appropriately



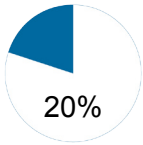
Review Dates:

## Competency Area 1: Demonstrate Core Customer Service Skills

### Knowledge Check

How well do you know how to:	Very Well	Somewhat Well	Not Well
1. Understand core customer service concepts:			
• Define your customer (internal vs. external)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate ability to balance customer interest and company interest	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate sensitivity to diverse audiences	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Understand how customer service impacts the customer and the company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate flexibility and teamwork skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate effective use of time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Understand the steps of the customer service process:			
• Make a formal introduction and open lines of communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Identify the reason for the contact	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Use active listening techniques	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ask probing questions to provide focus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Confirm mutual understanding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Identify a plan of action with realistic expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Execute plan of action to completion and follow up with customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Demonstrate qualities of a customer service professional:			
• Dress appropriately for your profession and demonstrate personal hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate basic respect skills for customers and coworkers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display self-confidence and persuasiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display honesty and integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display reliability and dependability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas I Need To Review:



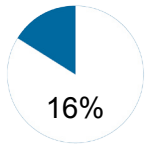
## Review Dates

### Competency Area 2: Demonstrate effective communication skills

#### Knowledge Check

How well do you know how to:	Very Well	Somewhat Well	Not Well
1. Display effective person-to-person communication skills:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate a positive attitude that conveys a sincere desire to assist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Read and use appropriate non-verbal skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate the ability to speak to your audience with appropriate terminology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Demonstrate appropriate handoff skills (phone / email / face to face) if needed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Display effective written communication:			
• Display effective grammar usage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display effective spelling skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display effective composition skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display effective paper correspondence skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Display effective electronic correspondence skills:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective chat-based customer service communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Effective email customer service communication skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas I Need To Review:



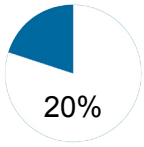
**Review Dates:**

## **Competency Area 3: Demonstrate workplace etiquette and professionalism**

### **Knowledge Check**

How well do you know how to:	Very Well	Somewhat Well	Not Well
1. Demonstrate the ability to take ownership of a situation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Demonstrate the ability to interpret and follow procedure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Accurately document customer interactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Demonstrate proper telephone etiquette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Demonstrate proper workplace etiquette	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Demonstrate ability to receive and act on constructive criticism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Understand the need for continuous learning and mentorship	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Demonstrate balance when working in stressful situations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Diffuse anger in customer interactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas I Need To Review:



**Review Dates:**

## **Competency Area 4: Demonstrate Problem Solving Skills**

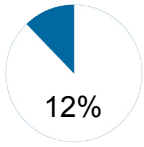
### **Knowledge Check**

How well do you know how to:

	Very Well	Somewhat Well	Not Well
1. Identify root causes of customer problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Ability to sort facts from emotion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Use available resources to complete customer needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• Knowing when to escalate an issue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Anticipate customer needs and recommend additional service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Generate effective solutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas I Need To Review:





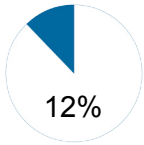
**Review Dates:**

## **Competency Area 5: Execute effective time management skills**

### **Knowledge Check**

How well do you know how to:	Very Well	Somewhat Well	Not Well
1. Demonstrate ability to prioritize issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Ability to handle multiple customers and issues without sacrificing quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Ability to learn and use multiple technologies to increase customer satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas I Need To Review:



**Review Dates:**

**Competency Area 6: Use service to promote sales and customer retention**

**Knowledge Check**

How well do you know how to:	Very Well	Somewhat Well	Not Well
1. Demonstrate product knowledge			
• Ability to match the customer with the service or product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Identify additional selling opportunities and promote value	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Describe value within services rendered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Understand the customer's tolerance for up-selling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Use customer incentives appropriately	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Areas I Need To Review:

# Helpful Tips and Reminders for Students

## Access Directions to the Trade- or Technical-Specific Online 10-question Demo Assessment

Access the Web link <http://www.careeressentials.org/assessments/demo-our-assessments/> with your browser. The sample programmatic questions will help give you an idea of the types of questions on the assessment and how they are generally written.

## Test-Taking Reminders

Implementing good study habits is essential for any test or class. Below are basic reminders to better prepare you for life-long learning and workplace success. Incorporate these strategies into your everyday habits.

- Develop a regular study schedule
- Identify a specific location to study
- Always take notes while studying in class or on your own
- Take short breaks during your study session
- Perform “mini-testing” to make sure you understand and comprehend the program concepts
- Join small study groups to help focus on the program content
- If you need special assistance in testing, tell your teacher or counselor so he or she can make accommodations

## Student Testing Tips

The most important tip for you is to be prepared mentally and physically for the testing session. Make sure to get plenty of rest and eat healthy. Wear comfortable and appropriate clothing to the testing session. Find out if you can bring items to the testing session, such as a non-programmable calculator, and make sure you have the items ready the night before. Check the website at <http://www.careeressentials.org/wp-content/uploads/2017/07/Permitted-Testing-Tools-Aids.pdf> for permitted tools or job aids that can be used during testing. The more organized you are before the testing period, the more relaxed you will be during the actual testing session.

Be relaxed and positive. If you begin to panic during the testing, take some deep breaths to relax, and think positive thoughts.

Do not rush through the questions. Read the question and potential answers thoroughly. Make sure you know exactly what the question is asking before answering. If you are unsure, note the question and return to it. Other questions may have clues to the correct answer. Use process of elimination. If you are not sure of the correct answer, study the potential answers and eliminate the ones that you know are not correct.

If all else fails – *guess*. After you have exhausted all options, take your best guess at the correct answer. If you have studied the content area, you may intuitively know the correct answer. The Career Essentials: Assessments does not penalize you for guessing, and you may guess correctly!

# Sample Assessment Questions

## Sample Questions

The following questions are examples of the types of questions you may see within the assessment test. The questions could be in the form of a video clip, drop and drag, sequential or a typical multiple choice.

### Customer Service Test Questions

- 1) You are a new employee in a shoe store, and a customer requests to return a used pair of shoes to the store. You should:
  - A. Gather information about the purchase, and follow up with management to determine the next course of action.
  - B. Get a copy of the original receipt, and process the return.
  - C. Explain the return policy, and talk to the customer about not being able to process the return.
  - D. Review the customer's prior history with the store, and ask the customer to understand the importance of the store policies.

Answer: A

- 2) Which of the following is MOST necessary to communicate effectively with a customer?
  - A. Product knowledge
  - B. Phone proficiency
  - C. Database skills
  - D. Timeliness of answer

Answer: A

- 3) Which of the following workplace behaviors will NOT enhance your work relationships?
  - A. Taking extended lunches with co-workers
  - B. Offering sincere compliments to co-workers
  - C. Displaying a sense of humor
  - D. Remembering a co-worker's birthday

Answer: A

- 4) In which of the following situations would you escalate an issue to another area?
- A. The problem falls outside of your department's expertise.
  - B. You have the resources to handle the situation.
  - C. The call came too close to your break time.
  - D. The customer is crying.

Answer: A

- 5) Which of the following is the BEST way to determine the "value" of a service rendered?
- A. Inquire what happened before, during and after the customer used this service.
  - B. Inquire what the customer likes the most since receiving this service.
  - C. Inquire if the customer would refer this service to his/her friends and acquaintances.
  - D. Inquire if the customer would use this service again.

Answer: A

- 6) Ms. Hanks, a manager at XYZ Corporation, sent you a memo explaining the importance of a new project and what tasks you will need to complete within the next week to make the project a success. One of the tasks on the memo suggests that you "Ship 20% of inventory to the Jamestown branch." This doesn't seem to make sense to you. What should you do?
- A. Contact Ms. Hanks, and ask for clarification to learn from her experiences.
  - B. Contact Ms. Hanks, and explain that you already sent their monthly shipment.
  - C. Contact Ms. Hanks, and tell her the timeline is unreasonable.
  - D. Contact Ms. Hanks, and tell her you will have it delivered on time.

Answer: A

# Resources

## **Additional Resources**

Below are resources that will be helpful in preparing for the Assessments which were created based on industry standards nationwide. Use the Career Essentials: Assessments Blueprint as a guideline for competencies tested. Use the resources below to find curriculum or additional study guides for industry standards.

## **Customer Service Resources:**

<http://www.careeressentials.org/assessments/assessment-resources/>