



Description of Test (DOT)

CUSTOMER SERVICE SPECIALIST (CSS) SIMULATION & INTERVIEW

Description of Test Guide

This **DOT** Guide is designed to help you prepare for the Customer Service Specialist Simulation and Interview. The information is being made available to you now so that you can review the material at a more leisurely pace.

OVERVIEW-SIMULATION

You will be participating in two simulations conducted over the telephone. Each one is designed to take between 10-15 minutes. The procedures for both simulations are identical. The only difference between the two is the situation to which you will be asked to respond.

During the simulations, you will be interacting over the phone with an individual who will be acting as a customer or internal co-worker. Prior to each simulation, you will be given five minutes to review information regarding the situation you will be addressing. This information will be provided by a Test Administrator at your location. You will then receive a call from the individual at another location who will be playing the role of the customer or internal co-worker. Your role in both simulations is that of a Customer Service Specialist addressing the needs of the customer or co-worker.

The objective of these simulations is to provide you with an opportunity to demonstrate how you would handle difficult situations on the job. This will help us better understand your personal style. You will be evaluated on several performance dimensions, including your communication skills and your ability to deal with customers.

PREPARING FOR THE SIMULATION

You will be working with limited information for any one simulation. Do your best using the information you have. Furthermore, it is important to realize there isn't any one "right" way to handle these situations. There are many ways to approach a situation, some are more effective than others. You will be evaluated on how effective your method is in addressing the situation. It might be helpful for you to find a partner with whom to role-play. Ask your partner to play the role of a difficult customer who is not agreeing with you or is overly demanding. Practice your skills in working with this difficult customer and addressing his or her needs.

OVERVIEW-INTERVIEW PORTION

Once the Simulations have been conducted, you will be scheduled to complete the interview portion of the assessment. To prepare for the interview portion, please review **DOT - Behavioral Interview**.

SCORING

The CSS Simulation & Interview is scored by summing the results from the simulation and interview.

ACCOMMODATION REQUESTS

Qwest provides accommodations in testing conditions to qualified applicants with disabilities during the administration of pre-employment screens, to the extent such accommodations are reasonable, consistent with the nature and purpose of the examination, and necessitated by the applicant's disability. Qwest's objective is to provide effective and necessary accommodations to qualified applicants as defined under the Americans with Disabilities Act, without substantially altering the nature of the screening process. Each applicant's request for test accommodations is evaluated on a case-by-case basis. A test accommodation request and supporting documentation must be submitted in order to determine whether an accommodation may be provided. After you apply for a job, staffing office personnel will contact you to arrange for any required pre-employment screens. At that time you must inform the staffing office that you will require a test accommodation. You will then be informed of the information and documentation that is required to process your request.

RETEST INTERVAL: THE RETEST INTERVAL FOR CANDIDATES WHO DO NOT QUALIFY ON THE CSS SIMULATION & INTERVIEW IS SIX MONTHS.