

ITESTHUB · CUSTOMER SERVICE RETAIL SJT - RECRUITMENT REPORT

Customer Service Retail SJT

A report for

Sam Sample

Sam Sample

Completed 30/09/2026 · Report valid 12 months

Introduction

This report is confidential and is intended solely for the person responsible for assessing Sam Sample, who completed the Customer Service Retail SJT on 30/09/2026.

The test is designed to assess areas of critical importance for success in the role of a Customer Service Advisor. The competencies assessed are defined below.

TEST SESSION

Recommended time: 15 minutes

Time taken: 0 minutes, 0 seconds

Norm group: —

Competencies assessed: 4

Interpreting scores

Scores on Customer Service Retail SJT are calculated by comparing an individual's score with a large group of people (norm group) who have also completed the same test. These are expressed as 'percentiles' — use the key below to benchmark Sam's overall result.

Very Low	Low	Mid	High	Very High
1-10%ile	11-30%ile	31-69%ile	70-89%ile	90-100%ile
				▲

How To Use This Report

This report contains 'percentile scores', 'behavioural interpretation' and 'interview questions' that can be used to explore an individual's results in more detail:

Percentile Scores

Percentile scores represent how an individual's performance on a test (i.e., their score) compares to the performance of other individuals that have also taken the same test (i.e., the comparison group or norm group). Percentile scores range from the 1st to 99th percentile, where 1 is a very low score and 99 is very high. The overall percentile score is the most predictive of an individual's likely performance in a job. The report also contains percentile scores for each competency assessed, and these should be considered as a guide to help you identify where an individual has excelled or might need to improve a specific behavioural skill. It is not a score, in isolation, that should drive your final recruitment decision. This is because the competency percentile scores are produced by a subset of the test questions, whereas the overall percentile score is produced from all of the test questions.

Behavioural Interpretation

For each competency, an interpretation (four bullet points) has been provided to help you better understand the decisions a candidate has made on the assessment. Not every bullet point may apply equally to all candidates, but you should consider them all to be relevant as they are based on the specific choices a candidate has made on the assessment.

Interview Questions

For each competency, interview questions are provided to help you explore a candidate's results in more detail. You can select the question you believe is most appropriate and you should use the relevant 'four behavioural indicators' to guide your evaluation of a candidate's response. Note, you do not need to ask all four questions – usually one is sufficient, but more are provided if needed. It is also good practice to follow up with additional questions. To help with this you may wish to use the STAR method. This is described below with some additional probing questions you can use.

- **S = Situation:** What was the situation? What were the circumstances or context?
- **T = Task:** What were you trying to achieve? What was your task?
- **A = Actions:** How did you approach it? What did you do? Who did you involve? What challenges did you face, and how did you overcome these? What else did you do?
- **R = Results:** What was the outcome? How did you establish the benefit of what you did?

You should aim to spend more time asking 'Action' questions as these are the ones that typically produce behavioural responses.

Rating Scale

The Rating Scale below can be used to evaluate a candidate's responses to the competency questions provided in this report. During the interview you should aim to establish a pattern of positive and negative evidence for each competency. The final rating you give should be a 'weighted' decision, based on the collective evidence you obtain for each competency.

1 - Significant Development	2 - Development	3 - Mixed	4 - Strength	5 - Significant Strength
A strong and dominant pattern of negative behaviour (in relation to the indicators)	A clear pattern of negative behaviour (in relation to the indicators), and little evidence of positive behaviour to weigh against this – none significant	Balanced evidence of both positive and negative behaviour (in relation to the indicators)	A clear pattern of positive behaviour (in relation to the indicators), and little evidence of negative behaviour to weigh against this – none significant	A strong and dominant pattern of positive behaviour (in relation to the indicators)

Customer Service Competencies

Collaborating

Supports and encourages others in an effort to maximise team performance.

- Supports others, in an effort to maximise performance
 - Engages with others through a clear sense of shared priorities
 - Encourages team input to jointly solve problems and resolve potential conflicts
 - Is collaborative within and across teams (i.e., contributes fully, being as inclusive as possible)
-

Communicating

Communicates clearly and convincingly with others, especially customers.

- Listens carefully and with interest
 - Communicates in a way that is clear, precise, and relevant to the situation
 - Encourages two-way dialogue, inviting input and comments
 - Negotiates fluently and calmly with others, especially customers
-

Understanding Customer Needs

Carefully builds an understanding of customer needs and priorities.

- Builds an effective understanding of company products and services
 - Demonstrates ability to listen and respond sensitively to customers
 - Seeks pertinent information about customer' needs and priorities as needed
 - Shares relevant information about products and services with customers as needed
-

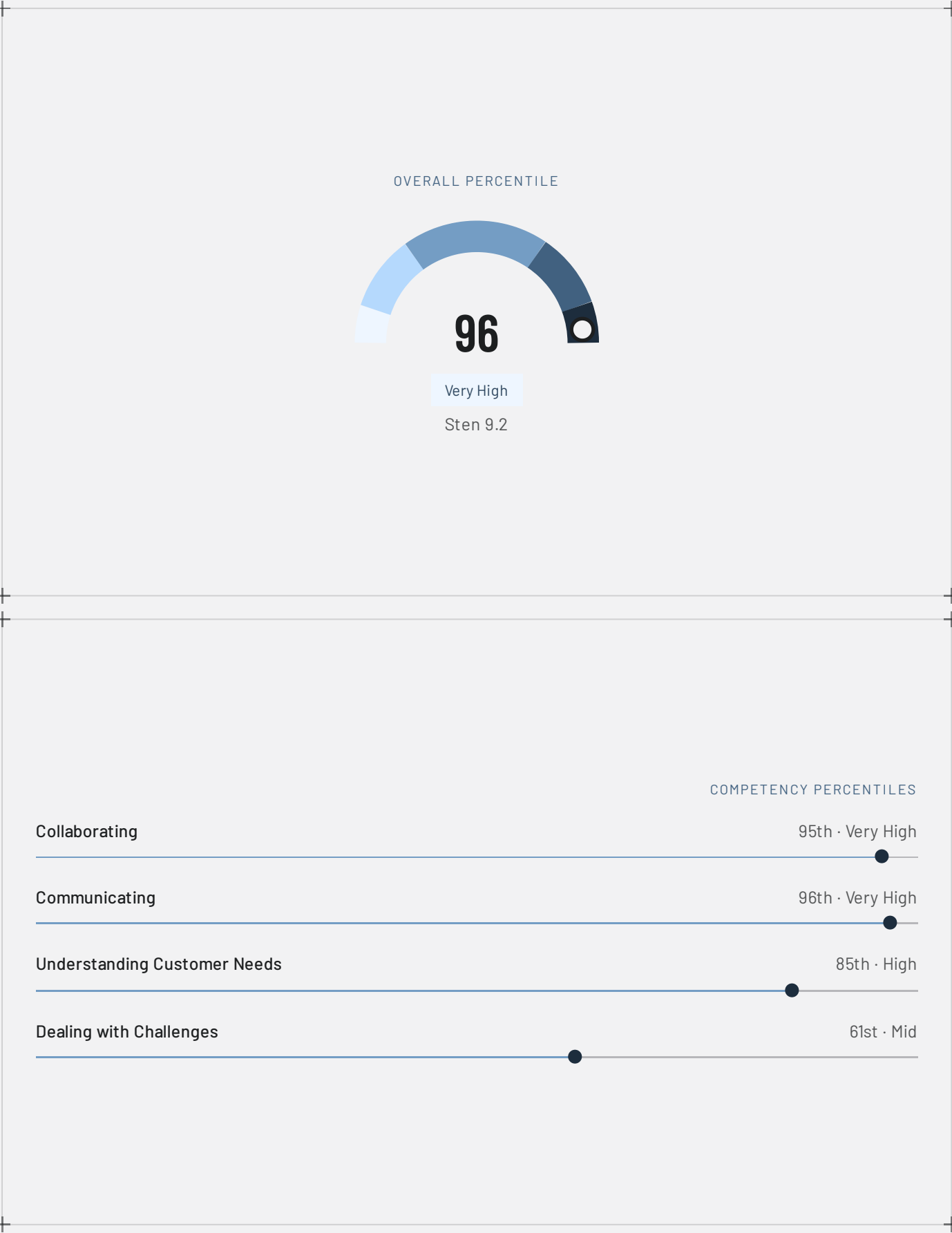
Dealing with Challenges

Effectively manages challenging situations and difficult individuals.

- Demonstrates ability to remain calm and positive, esp. under pressure
- Effectively manages own performance/health (incl. coping strategies)
- Deals effectively with challenging situations and/or individuals, especially customers
- Copes effectively with ambiguity and pressure to deliver

Results

Sam's overall result on the Customer Service Retail SJT, then a percentile and band for each competency assessed. The key on page 2 explains what these mean.



Collaborating

Supports and encourages others in an effort to maximise team performance.

- Supports others, in an effort to maximise performance
- Engages with others through a clear sense of shared priorities
- Encourages team input to jointly solve problems and resolve potential conflicts
- Is collaborative within and across teams (i.e., contributes fully, being as inclusive as possible)

PERCENTILE SCORE

95th · Very High

The responses suggest:

- Actively enhances colleagues' performance by providing constructive feedback.
- Demonstrates genuine concern for colleagues and proactively seeks ways to offer support.
- Effectively encourages team members to embrace change by thoughtfully persuading them.
- Strives to fully understand the context of situations, maintaining an open-minded and non-judgemental approach.

The questions below are designed for interviewers to explore the results in more detail.

- Tell me about a time when you provided helpful feedback to another person. How did you approach delivering the feedback? What was the outcome of the feedback?
- Give me an example of when you supported a colleague. What actions did you take to ensure your colleague felt supported? How did it benefit your colleague and the overall work environment?
- Tell me about a time when people had different points of view and you needed to build consensus. How did you bring people together? What was the result of your efforts to build consensus?
- Describe a time when you have collaborated with others to achieve a goal. What specific actions did you take to ensure effective collaboration? How did it impact the achievement of the goal?

EVIDENCE AND RATING

Rating ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Communicating

Communicates clearly and convincingly with others, especially customers.

- Listens carefully and with interest
- Communicates in a way that is clear, precise, and relevant to the situation
- Encourages two-way dialogue, inviting input and comments
- Negotiates fluently and calmly with others, especially customers

PERCENTILE SCORE

96th · Very High

The responses suggest:

- Communicates fluently to ensure customers clearly understand key details.
- Listens attentively to customers, discerning when to provide information and when to allow them space.
- Approaches challenging customer situations with sensitivity, especially during challenging discussions.
- Negotiates and communicates carefully when dealing with angry or frustrated customers.

The questions below are designed for interviewers to explore the results in more detail.

- Describe a time when you have tailored the way you communicate to better suit a customer or individual. How did you tailor your communication to better suit the customer's or individual's needs? How did it impact your interaction or the overall result?
- Tell me about a time when you have communicated just the right level of information to a customer or individual. What steps did you take to ensure clarity and relevance? How did it affect the customer's or individual's understanding or decision-making?
- Give me an example of when you have needed to be patient in the way you communicate. What specific actions did you take to maintain calm and understanding? How did your patience affect the interaction or the final outcome?
- Tell me about a time when you needed to communicate detailed information clearly and precisely. How did you ensure that the information was communicated effectively? How did it impact the recipient's understanding or actions?

EVIDENCE AND RATING

Rating ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Understanding Customer Needs

Carefully builds an understanding of customer needs and priorities.

- Builds an effective understanding of company products and services
- Demonstrates ability to listen and respond sensitively to customers
- Seeks pertinent information about customer' needs and priorities as needed
- Shares relevant information about products and services with customers as needed

PERCENTILE SCORE

85th · High

The responses suggest:

- Ensures customers receive a comprehensive understanding by combining personal expertise with insights from more experienced colleagues.
- Identifies when customers prefer quick service over detailed discussions and adapts responses to meet their expectations.
- Takes decisive action to implement meaningful improvements.
- Listens to customer feedback and responds with thoughtful and appropriate solutions.

The questions below are designed for interviewers to explore the results in more detail.

- Give me an example of a decision you have made where you had to consider a range of possible alternatives or options first. How did you identify and evaluate the different options available to you? How did considering multiple options influence the result?
- Tell me about a time when you have sought feedback from different people before making a decision. Who did you consult and why? What was the outcome of the decision you made after gathering feedback?
- Describe a time when you helped a customer solve a complex issue. How did you approach understanding and diagnosing the issue? What was the outcome for the customer?
- Tell me about a time when a customer presented you with a problem you knew little about. How did you go about understanding and addressing the problem? How did you manage the customer's expectations?

EVIDENCE AND RATING

Rating

Dealing with Challenges

Effectively manages challenging situations and difficult individuals.

- Demonstrates ability to remain calm and positive, esp. under pressure
- Effectively manages own performance/health (incl. coping strategies)
- Deals effectively with challenging situations and/or individuals, especially customers
- Copes effectively with ambiguity and pressure to deliver

PERCENTILE SCORE

61st · Mid

The responses suggest:

- Evaluates different options under pressure, considering various perspectives to make well-rounded decisions.
- Maintains composure and a calm demeanour when faced with high-pressure situations.
- Effectively prioritises tasks, balancing multiple requests with clarity and focus.
- Confidently addresses challenging customer interactions, handling them independently or in collaboration with colleagues as needed.

The questions below are designed for interviewers to explore the results in more detail.

- Describe a time when you had to deal with a challenging customer, without the support of others. What actions did you take to manage and resolve the situation? How did handling it independently impact your confidence or skills?
- Tell me about a time when you had to improve your performance. What steps did you take to identify areas for improvement and implement changes? What was the result of your efforts to improve?
- Give me an example of when you had to work efficiently under pressure. How did you handle the pressure? What was the outcome of your efforts?
- Describe a situation when you dealt with an unhappy customer. How did you address the customer's concerns and attempt to resolve the situation? What was the result of your efforts?

EVIDENCE AND RATING

Rating