



Sales & Service

Purpose

- Psychometric test based on work psychology
- Recognizes talent, potential and motivation for tasks in customer contact
- Particularly suitable for people who have no sales experience yet
- Provides objective, neutral and comparable statements regarding the typical pattern of behaviour
- Web-based, online application via the internet
- Can be supplemented with organisationspecific position requirements
- Identifies 4 personality traits that are relevant for success:
 - Striving for success
 - Positive attitude
 - Flexibility
 - Quality standards
- Plus 4 motives related to professional topics:
 - Specialist Expertise
 - Service orientation
 - Enjoyment of Selling
 - Loyalty to the organisation's mission statement
- Differentiated presentation of results and overall conclusion

Benefits and areas of application

- Assessment of suitability in the context of selecting internal and external applicants
- Basis for personnel development that is tailored to suit the organisation's needs
- Basis for career planning
- Can be integrated into Online Recruiting
- Can be used in job portals
- Complements other assessment techniques (Interview, assessment & development centre)