

## **Assessment Prep Guide**

This guide will help you approach the assessment in a way that allows you to select strong, consistent, and professional answers.

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### **1. How to approach the assessment**

You should answer each question as a professional customer service representative. Your responses should reflect consistency, professionalism, and the ability to follow direction in a structured environment.

- Choose answers that reflect professionalism and structure
  - Take your time and read each question carefully before responding
  - Avoid answering based only on emotion or personal habits
  - Focus on how a trained employee would respond, not how you personally would respond
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### **2. How to choose the best answer**

The strongest answers are those that acknowledge the situation, follow the correct process, and move toward a proper resolution while maintaining a professional tone.

- Acknowledge the concern in a calm and respectful way
  - Follow the correct process rather than skipping steps
  - Move toward a clear and appropriate resolution
  - Choose the option that protects both the customer and the company
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### **3. Scenario example**

A customer is upset and the system shows policy restrictions. The wrong response would be to break policy to resolve the issue quickly. Another incorrect response would be to blame the customer or shut down the conversation. The best response is to acknowledge the concern, explain the restriction clearly, follow policy, and offer the next appropriate step.

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### **4. How to handle tricky questions**

Some questions are designed so that more than one answer appears correct at first glance. The strongest answer is the one that follows the correct process, maintains

professionalism, and leads to a proper resolution. Even if it is not the fastest or most emotionally satisfying option.

When you are unsure, ask yourself:

- Does this follow the expected process?
  - Does this maintain a professional tone?
  - Does this solve the issue the right way rather than the quickest way?
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## **5. Patterns that lead to stronger answers**

There are certain response patterns that consistently lead to stronger results on this type of assessment.

- Following instructions consistently
  - Remaining calm under pressure
  - Choosing accuracy over speed
  - Communicating clearly and respectfully
  - Demonstrating reliability and professionalism
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## **6. Practice questions**

The following examples reflect the type of thinking that leads to stronger answers.

### **“I prefer to figure things out my own way.”**

Best approach: Disagree. This shows that you are willing to follow structure and guidance rather than doing things your own way.

### **A customer asks for something outside of policy.**

Best approach: Follow the policy, explain it clearly, and offer the next appropriate step. Do not skip the process to satisfy the customer quickly.

### **“I remain calm when dealing with difficult people.”**

Best approach: Agree or strongly agree. This reflects professionalism and emotional control.

### **You can solve a problem faster by skipping steps or solve it correctly by following the full process.**

Best approach: Follow the full process. Accuracy and compliance are more important than speed.

**“I prefer clear expectations in my work.”**

Best approach: Agree. This shows that you value structure, clarity, and accountability.

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## **7. Final reminder**

If an answer does not sound like something a trained professional employee would say or do, it is likely not the strongest choice.