



Customer Contact
Home Study Prep Guide
#50

REPeValuatorä

Customer Assistance Role-Play Test (CART-M)

Data Entry Skills Test (DET)

Sales and Service Structured Interview (SS SI)

**Oral Proficiency Interview – Spanish
(OPI-S)**

Table of Contents

♦ Overview of Prep Guide	p. 3
♦ Customer Contact Test Brochures	p. 4
♦ REPeValuator™ Test Brochure	p. 5
Overview of Work Simulations	p. 7
♦ CART-M Test Brochure	p.10
Role-play Assessment Programs	p. 12
Strategies for Performing Well on Role-play Assessments	p. 15
Self-Assessment	p. 17
General Strategy Tips	p. 19
Helpful Hints for Participating in Role-play Tests	p. 20
Helpful Hints: Preparation for Customer Contact Role-play Tests	p. 22
♦ DET Data Entry Skills Test Brochure	p. 23
Data Entry Skills Test – Practice	p. 25
♦ Sales and Service Structured Interview Test Brochure	p. 30
Ten Tips for maximizing Performance on a SS SI	p. 31
♦ OPI-S Test Brochure	p. 32

Home Study Prep Guide

The purpose of this prep guide is to help you prepare to take the Verizon secondary tests related to associate positions available through RAMP. The guide provides test brochures for each of the following:

- REPeValuator™
- Customer Assistance Role-Play Test (CART-M)
- Data Entry Skills Test (DET)
- Sales and Service Structured Interview (SS SI)
- Oral Proficiency Interview – Spanish (OPI-S)

There is a section with information about Role-play assessments and helpful hints in preparation for Role-play tests.

You have also received a copy of the workbook:

Quality Customer Service: How to Win with the Customer

This is a user-friendly product that helps you learn to improve customer service skills that may be measured in role-play tests. Topics covered include:

- Understand the Basic Needs of Customers
- Four Reasons Why Quality Service is Important
- How to Handle Complaints and Difficult Customers
- Anticipate Your Customer's Needs

The book provides an interactive experience utilizing numerous exercises, real world case studies and examples that invite your opinion. We recommend that you review it slowly and complete all of the exercises to help increase your ability to apply the best customer service skills in any situation.

CUSTOMER CONTACT: Test Brochures

- ◆ The REPeValuator™
- ◆ The Customer Assistance Role-Play Test - M (CART-M)
- ◆ The Data Entry Skills Test (DET)
- ◆ Sales and Service Structured Interview (SS SI)
- ◆ The Oral Proficiency Interview - Spanish (OPI-S)
 - This interview is conducted to measure the Spanish proficiency of candidates who are being considered for some customer contact positions that require Spanish.

Important note:

All questions on the tests must be answered. Any blank spaces default to a wrong answer.

The REPeValuator^ä

Test Brochure

How is the work simulation scored?

The responses you select as you interact with simulated customers will be recorded and scored by a computer. The correct responses are based on guidelines set by customer contact position Subject Matter Experts. You will be scored on your ability to use a keyboard to enter customer information quickly and accurately, and the time it takes you to resolve each customer interaction will also be scored. Research has demonstrated that the skills measured by *REPeValuator*TM are necessary for successful job performance in customer contact positions at Verizon.

Who is it for?

Candidates applying for Customer Sales and Service positions.

How long does it take?

The test itself takes approximately 75-90 minutes. However, additional time is needed to accommodate test instructions and administrative requirements (checking identification, etc.). As a result, you should expect to be present for a two-hour (120-minute) session. When you begin, you will be provided access to the Tutorial that will help prepare you for the *REPeValuator*TM. During this time, you will go through the practice interaction, which is not scored, and review background materials to help you prepare for the assessment. During the remaining time, you be scored on your interactions with 8 simulated customers, some via voice calls, and others via text interactions.

How does it work?

Simulated customers contact you either through voice (via the headphones) or text (via an instant messaging window). They approach you with questions and concerns that employees in Customer Sales and Service positions often handle. You play the role of the Customer Sales and Service employee. Your tasks are to enter the customer's information quickly and accurately, find answers to customer questions and respond to the simulated customers accordingly.

What skills does it measure?

The *REPeValuator*TM simulation will assess your performance on five key skills:

Managing Customer Relationships: Measures your ability to be friendly, develop rapport with a customer, use proper language, respond pleasantly to a

customer's questions, effectively handle irate and/or dissatisfied customers in a professional and friendly manner, and reduce the likelihood of customers canceling services. Key aspects of this skill include service orientation, interpersonal skills, language skills, conflict resolution, and stress tolerance (maintaining composure).

Providing Accurate Information: Measures your ability to provide accurate and thorough information to customers, as well as your ability to understand and report key aspects of the interaction after call completion. Key aspects of this skill include information management, learning and following procedures, dealing with complexity, and detail orientation.

Managing Call Time: Measures the time required for you to complete customer interactions, thereby reflecting your ability to manage and complete calls in a timely manner, including accessing information quickly, gathering information efficiently from the customer, minimizing delays in responding to customers, and accessing information while the customer is providing information. Key aspects of this competency include time management and multitasking.

Keyboarding Speed and Accuracy: Equally considers how accurately you enter the customer information provided in the call (first name, last name, street, city, zip, and phone number), as well as the time required for you to input this information. Key aspects of this competency include accuracy, speed, and detail orientation.

Sales: Assesses cross-selling and up-selling, including the ability to influence customers to increase business through adding services, features, etc. or by purchasing other products from the organization which may or may not be related to the original purpose of the call.

Overview of Work Simulations

What is a work simulation?

A work simulation is made up of situations that represent important aspects of the job for which you are applying. These exercises involve customer interactions that simulate the situations similar to what one might find on a sales and service job. During these interactions, you will play the part of a sales and service agent and interact with simulated customers through voice and text chat interactions. You are required to perform tasks relevant to the position and follow specific procedures on how to carry out these tasks. The assessment procedures are standardized. You will be sitting at a computer, using a set of headphones to listen to simulated customers, and using the keyboard and mouse to access and input information.

A work simulation can be thought of as similar in format to a driving test. During the road test portion of the driving test, you are required to drive a car while an evaluator from the Department of Motor Vehicles observes you. The evaluator observes your behavior, noting, for example, whether you signal your turn, back up straight, parallel park, etc. Then, based on the actual behaviors observed, you either receive your driver's license or you don't.

As in a driving test, a work simulation requires you to engage in behaviors that imitate real-world conditions. The behaviors you display are then rated against systematic standards that apply to everyone participating in that assessment. Please keep in mind that during the completion of any task, a wide range of varied behaviors is exhibited. Moreover, no single behavior is going to determine whether you are qualified or not qualified for the position.

Are there any advantages to participating in a work simulation?

The major advantage is that it gives a realistic “feel” for the actual job. The work simulation not only helps Verizon select the right candidates for the job, it helps candidates decide if they will enjoy working in that job.

How are work simulations developed?

Assessment specialists observe people in the actual job, noting what situations arise and what tasks are required to be performed. They also interview incumbents and supervisors to learn more about the challenges of the job. Using this information, situational exercises are designed that reflect the realities of the position and the key challenges experienced by job incumbents. The standards upon which participants are evaluated are set by experienced representatives of the company and are systematically scored. Research techniques are also used to confirm that the assessment is representative of the target job.

What are the requirements for performing in a work simulation?

In order to participate in a work simulation, you must be able to read and absorb written information on a computer screen, access and enter data using a mouse and keyboard, and listen to others using headphones.

Why does Verizon do this?

A work simulation imitates typical customer interactions that you would experience on the job. These assessments give Verizon insight as to how you would handle those situations.

How do work simulations work?

The assessment experience has two parts:

- Tutorial
- Simulated Customer Interactions

Each of these parts is described in greater detail on the following page.

1. Tutorial

During the Tutorial phase you are given access to the following:

- The *REPeValuator™* main screen
- Materials detailing all of the procedures and information you need
- The role you will be playing
- The basic skill requirements for taking the simulation

During tutorial, you need to:

- Read and absorb written information presented via computer
- Familiarize yourself with the role you are playing, the *REPeValuator™* main screen and functions, and the background materials you will be using to complete the customer interactions

Good preparation is essential for high quality performance. So utilizing the tutorial time and instruction will help you perform your best during the simulation.

2. Simulated Customer Interactions

- When the Tutorial is over, the simulations will begin.
- You will interact with simulated customers by responding to their voice and text prompts.
- You will enter basic customer information (e.g., name, address) into the test screen.
- You will communicate with the customers by selecting the correct response from a list of options.
- During the Tutorial, there will be one practice interaction, which is not scored. It will help familiarize you with the assessment process.

The Customer Assistance Role-Play (CART-M)

Test Brochure

What is the Customer Assistance Role-play Test (CART)?

The Customer Assistance Role-play Test (CART-M) is a test designed to measure skills and abilities important for some of the Verizon positions, which require customer contact. This test simulates many of the situations, problems, and challenges faced by individuals in these positions. You will be involved in role-play exercises that require preparing for and handling telephone conversations with customers and other company employees.

Why Does the Company Use the CART?

The company uses this test to measure how well you can perform the duties required in some of our customer contact positions. Research has supported that those who perform well on this test also tend to perform well in these positions.

In addition, after completing the test, you will have a more realistic idea of these jobs and their requirements.

What is the CART Like?

You will be provided a package of materials and 30 minutes to review the information and prepare for the exercises. This package includes all the information you will need to handle the questions, problems, or situations you will encounter in the role-plays. After the preparation time has elapsed you will receive a practice call. This call is designed to allow you to become more familiar with the information and materials you will use to handle the subsequent role-plays. Once the practice call is completed, the actual assessment will begin. Your performance on the assessment will be evaluated in terms of your ability to:

- Understand and be sensitive to the needs and feelings of others
- Use time productively and effectively in order to complete assignments
- Recover enthusiasm following a discouraging situation
- Speak in a clear, concise, and organized manner
- Gather, organize and combine information from many sources into meaningful order to identify and solve problems
- Be responsible, dependable, and take responsibility for your own actions.

The test takes approximately 1 and ½ hours to complete including the 30 minute preparation time.

When Would I Take the CART?

First, you must qualify for the appropriate job family on the Universal Test Battery-Revised (UTB-R). You would then be scheduled for the CART.

What Will I Need to Take This Test?

You will be provided with all the materials necessary to complete the test.

How Can I Prepare for the CART?

No formal preparation is required.

What Type of Feedback Will I receive on My Performance?

You will receive written feedback within 10 to 14 days of your test date. This feedback will provide information about whether or not you met the qualification standard. In addition, the feedback will provide specific information about your performance in each of the six abilities mentioned previously.

If I Do Not Meet the Qualifying Standard, When Can I Retake the Test?

If you do not meet the qualification standard the first time you take the test, you must wait six months before you are eligible to take the test again. If you have already taken the test two or more times, you must wait a minimum of one year before retaking the test.

Role-play Assessment Programs

What is a role-play program?

An assessment program is made up of situations that represent important aspects of the job for which you are applying. These exercises involve role-plays that simulate the actual job. In these role-plays, you play the part of an actual job incumbent and you interact with trained assessors who play the part of the customer or co-worker. You are required to perform tasks relevant to the position and follow specific procedures on how to carry out these tasks. The assessment procedures are standardized: you will be sitting by yourself in a quiet room with the door closed. The room contains a desk and a chair, and you will have access to a telephone.

An assessment can be thought of as similar in format to a driving test. During the road test portion of the driving test, you are required to drive a car while an evaluator from the Department of Motor Vehicles observes you. The evaluator observes your behavior, noting, for example, whether you signal your turn, back up straight, parallel park, etc. Then, based on the actual behaviors observed, you either receive your driver's license or you don't.

As in a driving test, an assessment program involves having trained professionals, known as assessors, observe and evaluate your behavior in a particular situation. The behaviors you display while role-playing are then rated against systematic standards that apply to everyone participating in that assessment program. Please keep in mind that in completing any task, a wide range of varied behaviors are being exhibited and observed. Moreover, no one behavior is going to determine whether you are qualified or not qualified for the position.

Are there any advantages to participating in an assessment program?

The major advantage is that it gives a realistic "feel" for the actual job. The assessment program not only helps Verizon select the right candidates for the job, it helps candidates decide if they will like working in that job.

How are assessment programs developed?

Assessment specialists observe people in the actual job, noting what situations arise and what tasks are required to be performed. They also interview incumbents and supervisors to learn more about the challenges of the job. Using this information, situational exercises are designed that reflect the realities of the position and the key challenges experienced by job incumbents. The standards upon which participants are evaluated are set by experienced representatives of the company and are systematically followed by assessors when evaluating a candidate's behavior. Research techniques are also used to confirm that the assessment is representative of the target job.

What are the requirements for performing in a role-play assessment?

In order to participate in a role-play assessment test you must be able to read and absorb written information as well as speak and listen to others over the telephone.

Why does Verizon do this?

Role-play simulates typical customer interactions that you would be experiencing on the job. These assessment tests give Verizon some insight as to how you would handle those situations.

How do role-play assessment programs work?

The assessment experience has two parts: The Preparation Phase and the Role-play Phase.

Each of these phases is described in greater detail on the following page.

1. Preparation Phase

During the Preparation Phase you are given:

- Materials detailing all of the procedures and information you need
- The role you will be playing
- A specific amount of time to do the preparation (usually 30 minutes)
- The basic skill requirements for taking the simulation

You need to:

- Be aware of the time as you prepare
- Read and absorb written information
- Familiarize yourself with the role you are playing and the background materials you will be using to complete the simulations.

Good preparation is essential for high quality performance.

2. Role-play Phase

- When the Preparation Period is over, the role-play simulations will begin.
- The person with whom you will do the role-play is called the assessor. You will interact with several assessors during the assessment.
- You will communicate with the assessors only over the phone.
- To assure fairness, the assessors will know nothing about you except what you do on the phone with them. They know nothing about your current or past jobs, how long you've been with Verizon, who you work for, or even where you work.
- The first role-play will be a practice call, which is not rated. It will help familiarize you with the assessment process. When the assessment is over, the material you have been using will be collected.

How is the assessment scored?

The assessors with whom you interact will evaluate your performance based on the behaviors that you exhibit during the telephone assessment. The evaluations are based upon specific guidelines set by Subject Matter Experts at Verizon.

Strategies for Performing Well on Role-play Assessments

Here are a few tips for performing your best during the role-play:

1. **Be yourself, but be ready to deal with many different kinds of people.**

Be flexible!

2. **Stay in the role of the representative during the role-play. (Your assessors will stay in their roles too.)**

Pretend you really are the person whose role you've read.

3. **If you are missing materials, ask the administrator.**

The administrator is there to help you.

4. **Expect it to feel a little artificial – that's what a role-play simulation is all about.**

Play along!

5. **Don't try to figure out the perfect answer – there is often no "correct" answer.**

Remember, no one thing you do will cause failure. The assessors are looking for a varied range of behaviors.

6. **Read the background materials carefully. Use the information in the materials you are given.**

These materials contain the information you need.

7. **Keep the materials you are given organized so they will be easy to use.**

Know what you have and where you have it!

8. **If at any point you believe you've messed up, there is no point worrying about it. One error is not automatically going to disqualify you. You need to focus on the rest of the Telephone Assessment, so just move on.**

Don't dwell on errors.

9. **Be aware of the time. The exercises are timed, so you should use your time wisely. Remember, you are responsible for managing your time.**

Don't rush, but don't waste time.

10. **Speak clearly and naturally. Make sure the other person is understanding everything you say.**

Good communication skills is one quality the assessors are looking for.

Which tips will be easy to follow?

Which tips will be difficult to follow?

How will you be able to overcome any difficulty in following some of these tips?

Remember, there are no right or wrong answers to these questions. You should pay attention to whatever tips seem helpful for you. For those that do not seem helpful, try to come up with a personalized development plan for your effective preparation.

Self-Assessment

The following exercise will help you to assess your own behavior. It will also help you prepare for the assessment program you will take by giving you an idea of the sorts of skills that will be evaluated.

Rate your own skills by placing a checkmark next to the answer that best describes your general performance. Then, indicate a specific behavior that you perform on the job that exemplifies this rating.

1. **Communication Skills** – To express yourself clearly and in an organized manner so that you can assist others. Tone of voice remains positive and confident throughout interactions.

Adequate Inadequate

Specific Behavior: _____

2. **Work Efficiency** – To be organized and able to access necessary information quickly and without sacrificing accuracy and thoroughness.

Adequate Inadequate

Specific Behavior: _____

3. **Problem Solving** – To recommend solutions that meet customers' needs and conform to established procedures and policies.

Adequate Inadequate

Specific Behavior: _____

4. **Social Adeptness** – To project a polite and courteous demeanor at all times. Easily adjusts to and deals effectively with different customers. Expresses genuine willingness to be of help.

Adequate Inadequate

Specific Behavior: _____

5. **Understand Customers** – To ask fact-finding questions in order to analyze and resolve customer problems. Listens carefully to information and cues provided.

___ Adequate ___ Inadequate

Specific Behavior: _____

6. **Professionalism** – To behave in a professional manner that reflects positively on the company. Interacts in a patient and respectful manner with customers at all times. Accepts responsibility.

___ Adequate ___ Inadequate

Specific Behavior: _____

7. **Sales Skills** – To recognize potential sales opportunities and offer appropriate services to customers. Persists when faced with resistance.

___ Adequate ___ Inadequate

Specific Behavior: _____

General Strategy Tips

Remember these strategies when performing the telephone assessment that you take.

When Interacting with Customers and Colleagues on the Phone:

- Be courteous
- Do not linger in silence
- Acknowledge the person
- Clarify the situation
- Solve problems and resolve conflicts according to the procedures provided
- Meet or exceed the needs of customers

When Interacting with Irate Customers:

- Hear them out
- Express concern
- Apologize
- Calm the customer, if possible
- Keep it impersonal
- Use “I” instead of “You”
- Avoid giving orders
- Avoid causing defensiveness
- Take responsibility

HELPFUL HINTS FOR PARTICIPATING IN CUSTOMER CONTACT ROLE PLAY TESTS

- Be yourself, but be ready to deal with many different kinds of people.
Be flexible!
- Stay in your role during the role playing test. (Your assessors will stay in their roles too.)
Pretend you really are a Verizon employee providing customer service.
- If you are missing materials, ask the administrator.
The administrator is there to help you.
- Expect it to feel a little artificial - that's what a role playing test is all about.
Play along!
- Don't try to figure out the perfect answer - there is often no single "correct" answer. Remember, no one thing you do will cause failure. The assessors are looking for a varied range of behaviors.
- Read the background materials carefully. Use the information in the materials you are given.
These materials contain the information you need.
- Keep the materials you are given organized so they will be easy to use.
Know what you have and where you have it!
- If at any point you believe you've messed up, there is no point worrying about it. One error is not automatically going to disqualify you. You need to focus on the rest of the role-playing test, so just move on.
Don't dwell on errors.
- Be aware of the time. The exercises are timed, so you should use your time wisely. Remember, you are responsible for managing your time. Don't rush, but don't waste time.
- Speak clearly and naturally. Make sure the other person is understanding everything you say. The assessors are looking for good communication skills.
- Step back when you can to monitor yourself. Ask yourself how you're doing and if you need to make adjustments.

OPENING STATEMENT AND STRATEGY TIPS

Opening Statement:

State your name and the name of the company (Verizon) using the following format:

“Good morning, this is _____ of Verizon. How may I help you?”

Obtain a customer’s name and phone number using the following format:

“May I have your name and phone number please?”

Remember these Strategies:

- Be courteous.
- Sell products and services.
- Calm the customer, if necessary.
- Do not linger in silence.

Service Steps:

- Acknowledge the person.
- Clarify the situation.
- Solve problems and resolve conflicts.
- Meet or exceed the needs of customers.

Taking the Heat from Irate Customers:

- Hear them out.
- Empathize.
- Apologize.
- Take responsibility for action.

HELPFUL HINTS

IN PREPARATION FOR CUSTOMER CONTACT ROLE PLAY TEST

- Get a good night's sleep.
You want to be alert and well rested.
- Know when and where you are expected to arrive.
Be sure you have the full address, and the correct time for the test.
- Know how to get where you are going.
Write down the best method of transportation and the route to take.
- Know where you are going.
Verify the directions to the test center before leaving.
- Plan to arrive early.
Don't take chances on train problems, traffic, or other unexpected bad luck.
- Plan what you will eat/drink beforehand.
Most people don't do well on a really empty stomach. Avoid drinking too many caffeinated beverages since they may increase nervous feelings.
- Find out about the job in advance.
This will give you some time to think about the problems and challenges.
- Remember - there is nothing to memorize.
All the materials you need will be provided.
- Remember - worrying won't help, so try not to worry!
Try to relax!

The Data Entry Skills Test (DET)

Test Brochure

What is the Data Entry Skills Test?

The Data Entry Skills Test (DET) is designed to measure your competence in data entry. You will be measured on how quickly and accurately you can enter data. The test takes about 15 minutes to complete.

Why Does the Company Use the DET?

The company uses the DET to identify those candidates who are likely to perform well in positions that require keyboarding skills.

The DET requires candidates to perform a task they will actually perform on-the-job. Thus, it is an efficient and direct indicator of how they are likely to perform on-the-job

What is the DET Like?

The DET is administered by a computer. It contains two timed sections.

The first session is a three minute practice session. You will be provided practice data and three minutes to enter the data. Your speed and accuracy is not evaluated during the practice. This practice is given to help you become more comfortable with the materials.

After you have practiced, you will be given the actual test. Again, you will be provided with specific data, which you are to enter into the computer. You are given five minutes to accurately enter as much of the test data as you can.

When Would I Take the DET?

You must first qualify on the Universal Test Battery-Revised (UTB-R) for the appropriate job family. Once you have met the UTB-R standard, you will be notified as to when and where you are scheduled to take the DET.

What Will I Need To Take the DET?

You will be provided with all of the necessary materials to complete the DET.

How Can I Prepare for the DET?

No formal preparation is required.

What Type of Feedback Will I Receive?

You will be notified of your qualification status within 7 to 10 business days of your test date.

If I Do Not Meet the Standards, When Can Retake the DET?

If you do not meet the qualification standards for the DET, you may retake the test. The retest interval for the DET is three months. (Note: If you qualify on the DET and are not placed in a position within 3 years, you must re-qualify on the test.)

IMPROVING YOUR KEYBOARD TYPING SKILLS

If you are interested in refreshing your data entry skills and have access to a personal computer, there is help available.

The FutureLink Home Study program offers two typing skill enhancement courses:

TypingMaster Pro: A user friendly and efficient self-paced *online* course that leads users step-by-step to fluent error-free typing. To order, call 1-800-497-LINK (5465), option 5, and request TypingMaster Pro or order online at www.vz-futurelink.net.

A Skill Enhancement Study Guide called “Mastering Computer Typing”. This guide will help you learn how to use the keyboard faster and more efficiently. To order, call 1-800-497-LINK (5465), option 2, and request “Home Study Prep Guide #48: Mastering Computer Typing”, or order online at www.vz-futurelink.net.

Date Entry Skills Test - Practice

The Data Entry Test (DET) is a computerized skill test that simulates keyboarding aspects of Operations Support and Customer Sales and Service positions. The test is designed to assess your ability to enter alpha and numeric information into a computer using a keyboard.

You must enter information from paper sheets into a computerized form. Scores are evaluated on accuracy and speed. It is important that you understand the importance of entering accurate information into the computer, while maintaining your speed.

The test consists of the following three sections:

Section One - Instructions

To begin the test, you will be seated before a computer and introduced to the computer program. Instructions for the test are both read aloud and presented on the computer screen. You should be sure to read and listen to the information presented and ensure that you understand the task you are about to perform.

When the program opens, the introductory screen below is presented:

In this test you are required to type for 5 minutes as quickly and accurately as possible. Before beginning the actual test, you will have a chance to practice typing to make sure you are comfortable with the computer keyboard.

Make sure that you have been given two passages of typing; one titled “Data Entry Practice Test” and the other titled “Data Entry Test”.

You must then enter your name and social security number in order to record your results accurately.

Section Two - Practice

The computer introduces the practice session with the following message:

In this section, candidates have an opportunity to practice entering data to ensure that they are comfortable with the computer keyboard.

Locate the sheets titled “Data Entry Skills Practice Test”.

Enter the data from the sheets into each field on the screen. Press the Tab or Enter Key to move from one field to the next. Note that if your typing reaches the end of a field, the cursor will automatically jump to the next field without your pressing the Tab or Enter Key.

If you will be entering numbers, you may use the numeric keypad or the number keys on the top row of the keyboard.

You do not have to press the Num Lock Key to use the numeric keypad. The test program always keeps the Num Lock Key in the ON position.

You do not have to use the Shift Keys or the Caps Lock Key to type capital letters. All letters that you type will be automatically changed to capitals (upper case).

You may only use the Backspace Key to correct errors. If you backspace when you are at the beginning of a field, the cursor will jump to the end of the previous field. Warning: Excessive backspacing may lower your overall score.

The data you enter during this Practice Test will not be scored.

The Practice Test will automatically stop after 3 minutes.

If you wish to take a minute to look over the data you will be entering, please do so now, before you begin. Before you start entering data, be sure to read the additional instructions on the next screen.

The Practice Session then begins with the screen below.

Data Entry Skills Practice Test

- Type from the sheet(s) titled "Data Entry Skills Practice Test".
- Start typing whenever you are ready.
 - Once you start, keep typing until you hear a beep from the computer.
 - Note that what you type here will not be scored.

#1

Date: <input style="border: 1px dashed red;" type="text" value="//"/>	Employee #: <input type="text" value="-"/>
Name: <input type="text"/>	Sex: <input type="text"/>
Address: <input type="text"/>	SSN: <input type="text" value="--"/>
City: <input type="text"/>	St: <input type="text"/>
Zip: <input type="text"/>	Phone: <input type="text" value="() -"/>
Department: <input type="text"/>	Supervisor: <input type="text"/>
Position: <input type="text"/>	Code: <input type="text"/>
Office Loc'n: <input type="text"/>	

You must enter the information shown on the Data Entry Practice Test Sheets as shown below:

Date: <input type="text" value="05/19/87"/>	Employee #: <input type="text"/>
Name: <input type="text"/>	Sex: <input type="text" value="M"/>
Address: <input type="text" value="9715 DINE AVE"/>	SSN: <input type="text" value="411-76-2022"/>
City: <input type="text" value="WHITE"/>	St: <input type="text"/>
Zip: <input type="text" value="10601"/>	Phone: <input type="text" value="(914) 877-9099"/>
Department: <input type="text" value="PAYROLL"/>	Supervisor: <input type="text" value="S. MITCHELL"/>
Position: <input type="text" value="MANAGER"/>	Code: <input type="text" value="87111"/>
Office Loc'n: <input type="text" value="WHITE PLAINS"/>	

The screen below shows how the information will look when entered into the form.

Data Entry Skills Practice Test

Type from the sheet(s) titled "Data Entry Skills Practice Test".

- Start typing whenever you are ready.
- Once you start, keep typing until you hear a beep from the computer.
- Note that what you type here will not be scored.

#1

Date:	<input type="text" value="05/19/87"/>	Employee #:	<input type="text" value="P-383"/>				
Name:	<input type="text" value="LARRY EVANS"/>	Sex:	<input type="text" value="M"/>				
Address:	<input type="text" value="8745 PINE AVE."/>		SSN:	<input type="text" value="411-76-2022"/>			
City:	<input type="text" value="WHITE PLAINS"/>	St:	<input type="text" value="NY"/>	Zip:	<input type="text" value="10601"/>	Phone:	<input type="text" value="(914) 877-9099"/>
Department	Supervisor	Position	Code				
<input type="text" value="PAYROLL"/>	<input type="text" value="S. MITCHELL"/>	<input type="text" value="MANAGER"/>	<input type="text" value="87111"/>				
Office Loc'n:	<input type="text" value="WHITE PLAINS"/>						

You will have three minutes to practice entering data into the computer.

Section Three - Test

When the practice session time has elapsed, the computer will beep and then the instructions for the test will be presented as shown below:

Now you are ready to take the actual test. Everything you need to know will be explained.

Locate the sheets titled "Data Entry Skills Test". Do this now!

Enter the data from the sheets into each field on the screen. Press the Tab or enter Key to move from one field to the next. Do not use the arrow keys on the keyboard.

If you will be entering number, you may use the numeric keypad or the number keys on the top row of the keyboard.

You do not have to press the Num Lock Key to use the numeric keypad. The test program always keeps the Num Lock Key in the ON position.

You do not have to use the Shift Keys or the Caps Lock Key to type capital letters. All letters that you type will be automatically changed to capitals (upper case).

You may only use the Backspace Key to correct errors. If you backspace when you are at the beginning of a field, the cursor will jump to the end of the previous field. Warning: Excessive backspacing may lower your overall score.

Note that your test score will be calculated as the number of words per minute, minus the number of errors per minute times 3.

The Test will automatically stop after 5 minutes.

If you wish to take a minute to look over the data you will be entering, please do so now, before you begin. Before you start entering data, be sure to read the additional instructions on the next screen.

The test will then begin. The layout of the screens is the same as the layout of the practice screen, and the same sort of information is entered. You are given five minutes to enter data into the computerized form. The computer will beep at the conclusion of the test and thank you for your time. The test administrator will then end the test session.

The Sales and Service Structured Interview (SS SI)

Test Brochure

What is it?

A structured interview is one where questions asked by the interviewer have been prepared and validated for the target job in advance by job experts. It is “structured” because the interview guide contains the lead questions the interview will ask, as well as suggested probe or follow-up questions and rating guidelines for each question.

Who is it for?

Candidates for various associate and management positions are required to take and pass a structured interview.

How long does it take?

The length of interviews vary, but typically last between 30 and 60 minutes.

How does it work?

Structured interviews require that each candidate respond to the same set of questions. The interviewer(s) take notes and then rate the candidate’s response to each question on pre-developed rating scales.

How are interviews administered?

Interviews can be administered in many different ways. They may be conducted over the phone, over face-to-face. You may be interviewed by one person, or by a panel. You may encounter any combination of these administration methods.

Why does Verizon do this?

Research has shown that interviews are an effective way to assess candidate’s knowledge, skills, and abilities related to target jobs. In particular, Verizon uses structured behavioral interviews, because this type of interview is most effective at predicting success on the job.

Ten Tips for Maximizing Your Performance on a Sales and Service Structured Interview (SS SI) Interview

1. Listen carefully to any instructions.
2. Listen carefully to each question.
3. Ask the interviewer to repeat a question if you are concerned that you heard or understood it.
4. Stick to the question. Be sure you answer the given question.
5. Use the words from the question to form your response. Doing this will help you form a relevant response.
6. Include the situation, action and result in your response.
7. Be businesslike yet relaxed. Remember this is an interview – not a casual conversation. Still, your tone and language should be relaxed.
8. Monitor yourself throughout the interview. Ask yourself how you are doing and what kind of impression you are creating. Make changes and adjustments, if needed.
9. Be prepared with a question or two should the interviewer ask if you have any questions. Limit the questions to the job and job duties.
10. Think prior to the interview about the traits required by the position for which you are being interviewed. Remember that your responses should demonstrate that you have these traits, whenever possible.

You can get additional help with preparing for the Structured Interview by participating in a FutureLink Structured Interview Workshop, available online or on-site.

For more information, call 1-800-497-LINK (5465)

To reach an on-site advisor, press 4

To reach an online advisor or Call Center, press 5

www.vz-futurelink.net

The Oral Proficiency Interview - Spanish (OPI-S)

Test Brochure

What is the Oral Proficiency Interview – Spanish (OPI-S)?

The Oral Proficiency Interview – Spanish (OPI-S) is an interview conducted to measure the Spanish proficiency of candidates who are being considered for some customer contact positions that require Spanish fluency. The interview is conducted over the telephone and takes approximately 30 minutes.

Why Does the Company Use the OPI-S?

The Company uses the OPI-S in order to determine if a candidate can meet the Spanish language requirement for positions that require Spanish fluency.

What is the OPI-S Like?

The OPI-S is a telephone interview/conversation conducted in Spanish, during which you will be involved in a conversation covering general topics with a certified foreign language tester. You will be encouraged to participate fully in the conversation. Based on this interview/conversation, your Spanish Language proficiency will be assessed to ensure that your language abilities meet the requirements of the position.

When Would I Take the OPI-S?

You must first qualify on the Universal Test Battery (UTB) for the specific position for which you are applying. Depending on the specific position there may be other tests required prior to the OPI-S. After you have met the required standards on other applicable tests, you will receive a letter notifying you of your OPI-S appointment.

What Will I Need to Take OPI-S?

You only need a working telephone to take the OPI-S.

How Can I Prepare for the OPI-S?

No formal preparation is required.

What Type of Feedback Will I Receive?

You will be informed as to whether or not you met the standards for the OPI-S. This feedback will be mailed to you within 10 to 14 days of the interview date.

If I Do Not Meet the Standards, When Can I Retake the OPI-S?

If you do not meet the qualification standards for the OPI-S the first time you take it, you must wait six months before you are eligible to retake the test. If you have taken the OPI-S two or more times and have not met the qualification standards, you must wait a minimum of one year before you are eligible to retake the test.