



# SALES SELECTION TEST TEST GUIDE

## WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

## WHAT IS THE SALES SELECTION TEST?

The Sales Selection Test is a series of six timed tests. The entire test will take approximately one hour and forty minutes to complete, exclusive of instructions and breaks.

## WHAT CAN I EXPECT TO SEE ON THE TEST?

Each test is described below and some sample items are provided for each to give you an idea of the types of questions you may be asked on the test.

### SALES READING COMPREHENSION

This test measures how well you can read passages and answer related questions. Salespeople must be able to read and understand written materials in order to perform effectively. You will have 25 minutes to answer the 30 questions on this test. The following passage contains information much like that read by salespeople. After you read it, you will answer a series of questions about the information presented.

Example reading passage:

As a salesperson, you will certainly encounter customers who have questions about the sales contract. How you respond to those questions may determine the customer's willingness to sign the contract. It is important to make sure that all questions are answered thoroughly and accurately. If you do not know the answer to a customer's question, you should never guess. Don't hesitate to contact someone who does know the answer, especially if the customer will not sign the contract until the question is answered.

Example items:

- 1) According to the passage, if you do not know the answer to a customer's question, you should:
  - A) guess about the answer
  - B) make up an answer just to satisfy the customer
  - C) tell the customer to ask someone else
  - D) contact someone who knows the answer
  - E) none of the above



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- 2) The passage states it is important that all questions are answered:
- A) accurately
  - B) on the spot
  - C) after the contract is signed
  - D) within one hour
  - E) none of the above

The correct answer to Example 1 is “D” because the last sentence of the passage mentions to contact someone who knows the answer to the customer’s question. The correct answer to Example 2 is “A” because, according to the passage, it is important to make sure that all questions are answered thoroughly and accurately.

### SALES ARITHMETIC

This test includes a variety of math problems like those faced by salespeople. Your ability to solve these problems is being measured. You will have 25 minutes to complete the 30 items on this test. The first type of math item is presented as a “story problem.” An example of this type of question is shown below.

Example Item 1:

A salesperson sells 3 advertisements in one hour. Working at the same rate, how many sales can the salesperson make in five hours?

- A) 10 sales
- B) 15 sales
- C) 30 sales
- D) 5 sales
- E) none of the above

The correct answer to this item is “B.” Three sales per hour multiplied by five hours results in 15 total sales.

Another type of math item will ask you to use a drawing, along with your math skills, to determine the correct answer. You should pay close attention to the information provided in each drawing to “set up” the math necessary to answer the item. Use the drawing below to answer Example Item 2. You can use your calculator or scratch paper to work through any necessary calculation.



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Example Item 2:

#00284

Date: 2/12/88

BILL

Office Supply Store

Quantity	Items Purchased	Cost
1	Pen	\$1.50
1	Calculator	\$9.50
	TOTAL	

What is the total cost of the purchases in the above bill?

- A) \$9.50
- B) \$10.50
- C) \$11.50
- D) \$11.00
- E) none of the above

The correct answer to this item is "D." The cost of the pen added to the cost of the calculator comes to \$11.00.

### APPLICATION OF BUSINESS POLICIES

This test includes a variety of questions regarding business policies much like those salespeople must read and apply each day. The questions in this part of the test involve using business policies to determine the action to be taken in a particular situation. You will have 15 minutes to complete the 30 items on this test.

Read the example policy below. Using the policy information, determine the appropriate action to take in the two example items.



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Example Policy:

### POLICY FOR RECORDING POSTAGE CHARGES

Postage charges for outgoing packages should be recoded under the following circumstances:

- 1) When the package is being shipped by overnight delivery, the postage is recorded in the Supervisor's Mail Log.
- 2) When the package is not overnight delivery but the postage exceeds \$100.00, the postage is recorded in the Department Mail Log.

Example Items:

Which action should be taken?

- A) Do not record
- B) Record in Supervisory Log
- C) Record in Departmental Log

#1. Addressee: Mr. B. L. Smith  
Weight: 1 lb. 17 oz.  
Postage: \$35.27  
Delivery: 2 days

#2. Addressee: Dr. B. K. Carney  
Weight: 95 lb.  
Postage: \$105.75  
Delivery: 5 days

You should have chosen Option A for the first example. The postage in this example does not need to be recorded because the package was not overnight delivery and the postage was less than \$100.00. Option C should have been selected for the second example item. In this example, the postage should be recorded in the Departmental Log because the package was not overnight delivery and postage exceeded \$100.00.

### BUSINESS TERMS

Salespeople must have knowledge and understanding of business terms when communicating with customers. Each of the sentences in this test uses a business term. You are to determine whether the use of the term is CORRECT (A) or INCORRECT (B). You will have 15 minutes to complete the 50 items on this test. Try the example item below.

- 1) An invoice is a listing of all inventory currently in stock.
  - A) Correct
  - B) Incorrect

You should have selected "B" for the example item because the way the sentence uses the term "invoice" is incorrect. An invoice is an itemized list of goods sold to a buyer.



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## DATA COMPARISON

This part of the test asks you to compare a LIST TO BE CHECKED with a corresponding CORRECT LIST. The lists are composed of several lines of information, each of which contains three entries arranged under three column headings. You are to compare each line in the LIST TO BE CHECKED to its corresponding line in the CORRECT LIST and determine the number of entries that do not match. Each entry in the LIST TO BE CHECKED that is not the same as the corresponding entry in the CORRECT LIST is considered as one error. You will have 10 minutes to complete the 45 items on this test. Try the example items below:

### **CORRECT LIST**

<u>Name</u>	<u>Address</u>	<u>Phone Number</u>
Lois Grinnell	3926 Grayton	837-4824
Patrick Dwyer	19313 Ardmore	371-2607

### **LIST TO BE CHECKED**

	<u>Name</u>	<u>Address</u>	<u>Phone Number</u>
1)	Lois Grinnell	3962 Grayton	837-4824
2)	Patrick Dwyer	19313 Ardmore	372-1607

NUMBER OF ERRORS:

- A) 0          B) 1          C) 2          D) 3

Look at the first line of the CORRECT LIST and compare it to the first line in the LIST TO BE CHECKED. The entries in the "Address" column are not the same but the entries in the other two columns are the same. Therefore, there is one error in the LIST TO BE CHECKED and answer "B" is correct.

The answer to the second example is "C." The entries in the "Name" column are the same in both lists but the entries in the "Address" and "Phone Number" columns do not match. So, there are two errors and answer "C" should be chosen.

## CLASSIFYING AND CODING

This final section of the test asks you to code information in much the same way salespeople must code information. You will have 10 minutes to complete the 54 items on this test. The example Code Table below has codes for describing "type of business," "size of business," and "sales region." Below the table are example coding items. For Example 1, find the piece of information that indicates the sales region in which the bakery is located. Joe's Bakery is on the west side of town, the "Sales Region" is "West." The code for "West" under "Sales Region" in the Code Table is "WE," therefore, the answer to Example 1 is "A." Now complete the two remaining example items.



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## CODE TABLE

Type of Business	Code	Size of Business	Code	Sales Region	Code
Bakery	21	Less than \$500,000	A4	North	NO
Collection Agency	37	\$500,000 - \$1 Million	A3	South	SO
Die Maker	09	\$1-5 Million	A2	East	EA
Trucking	14	More than \$5 Million	A1	West	WE

Example Items:

Information: Joe's Bakery, on the West side of town, had sales of \$750,000 last year.

- |                  |                      |                      |
|------------------|----------------------|----------------------|
| 1) Sales Region: | 2) Type of Business: | 3) Size of Business: |
| A) WE            | A) 09                | A) A1                |
| B) NO            | B) 14                | B) A2                |
| C) EA            | C) 21                | C) A3                |
| D) SO            | D) 37                | D) A4                |

You should have marked "A" for the first example item as described earlier. The correct answer for the second item is "C" because the "Type of Business" is a bakery which has a code of "21" in the Code Table. The correct answer for the third item is "C" also because sales of \$750,000 are between \$500,000 and \$1 Million. The "Size of Business" code corresponding to sales of this size is "A3."

## **WHAT CAN I DO TO PREPARE FOR THE TEST?**

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. All information necessary to complete the Sales Selection Test is provided. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job.



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## HOW WILL THIS TEST BE ADMINISTERED?

A member of our Staffing team will provide you with the time and location for your testing session. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. You may want to bring a jacket or a sweater in case the temperature in the testing location is not to your liking. Feel free to ask questions before the test begins, and be sure you understand the format of the Sales Selection Test.

## WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

- ✓ Read questions carefully.
- ✓ Think - reason out your answer.
- ✓ Answer questions you are sure of first.
- ✓ Reject immediately those answers you know are incorrect.
- ✓ Don't change your answers unless an obvious mistake has been detected.
- ✓ Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

## RETEST INTERVALS

If you do not qualify on the Sales Selection Test, do not be discouraged. Perhaps, this would indicate that this position is really not the best match for you. Who knows – perhaps a better, more closely matched opportunity awaits you. If you feel strongly that this is the right position for you, then your first retest opportunity is at six months. Subsequent retests are at one-year intervals. However, please note that test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

## SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the Sales Selection Test qualifies you for possible placement into jobs requiring this test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

**Thank you for your interest in starting (or expanding) your career at AT&T!**

**AT&T and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA) and other Federal and State laws that specifically assist individuals with disabilities. If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.**