



SALES CLERK ASSESSMENT (SCA) 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 CLERK ASSESSMENT (SCA)?

The SCA is designed to evaluate skills relevant to successful performance of the Sales Clerk and Console Operator jobs. During the 15-minute program, you will be involved in script-reading exercises which are designed to assess various dimensions of voice, diction, and listening skills as they relate to the customer-contact requirements of these positions. These exercises involve the reading of sales material and conducting live telephone contacts with simulated customers.

The SCA consists of a practice script reading and two script readings that will be assessed to determine your qualifications.

WHAT CAN I EXPECT TO SEE ON THE ASSESSMENT?

The assessment will be conducted in a room equipped with a telephone. You will be provided with materials to be used during the assessment exercises. During the process, you will be talking on the telephone to an interviewer who will be playing the role of the customers and will evaluate your performance.

While talking to the customers, you will be expected to demonstrate the following customer contact skills:

1. Volume: The loudness of the voice. During the calls, you should speak in a volume that is easy on the ear.
2. Pace: The rate of speech. During the calls, you should speak at a conversational speed, changing speed when appropriate.
3. Inflection: The degree of variation in the tone of voice. During the calls, you should be enthusiastic while varying your voice level and emphasizing key words.
4. Fluency: The ability to speak in a smooth, effortless manner. During the calls, your script reading should be smooth sounding.
5. Pronunciation: The ability to articulate words without error. During the calls, you should pronounce each word so that it can be understood.
6. Pause: The length of time between a customer cue and the applicant's correct response. During the calls, you should respond quickly to the customer's comments in order to keep the flow of the conversation steady.



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7. Listening Skills: The ability to respond with the correct answer based on the cue given by the customer. During the calls, you will need to determine the next logical response to the customer's comments from a variety of possible choices. You must listen to what the customer is telling you in order to proceed correctly.

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

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. Materials are provided with complete and specific instructions for the script reading exercises. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.

HOW WILL THIS ASSESSMENT 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 SCA.

RETEST INTERVALS

If you do not qualify on the SCA, 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 you may retest at six-month 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.



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SUMMARY

When you succeed in your job, AT&T succeeds as a company! Successful completion of the SCA 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.