



SERVICE SPECIALIST TEST (SVSPT) 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 SERVICE SPECIALIST TEST (SVSPT)?

The Service Specialist Test (SVSPT) is a predictor of job behaviors such as customer service and adaptability. The purpose of the test is to evaluate your readiness to function in a retail work environment.

The SVSPT consists of 134 questions. The entire test takes approximately 30 minutes to complete.

WHAT CAN I EXPECT TO SEE ON THE TEST?

The test will contain questions about your preferences, attitudes, and previous experience.

The following list of questions provides an example of items that you might see on the test. They're not actual test questions, but should serve to give you a general idea of the types and format of questions.

How often do you try to be creative when completing a task at work?

- a. Rarely
- b. Occasionally
- c. Often
- d. Very Often
- e. Constantly

Which **one** of the following words best describes you?

- a. Outgoing
- b. Reliable
- c. Clever

Trying to solve a problem without consulting your supervisor is always a bad idea:

- a. True
- b. False



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Which type of situation do you find to be most difficult?

- a. Dealing with a rude customer.
- b. Meeting a deadline.
- c. Keeping up to date on new products.
- d. Trying to match a customer's need with available products.

People say I'm a very nice person.

- a. Strongly Disagree
- b. Disagree
- c. Neither Agree nor Disagree
- d. Agree
- e. Strongly Agree

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. 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 demonstrating your suitability for the job.

HOW WILL THIS TEST BE ADMINISTERED?

This test will be administered online and can be completed anywhere you have high speed internet access. Please note that this test must be taken on a desktop or laptop computer – it is not compatible with mobile devices such as a cell phone or tablet. We strongly recommend that you pick a location that is quiet and free from distractions so that you can concentrate on the test. You will be invited to take the test via email. If you have further questions about the test administration, please contact:

attjobssupport@att.com.

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

Experience on the job is not essential to perform successfully on this test. When taking the test you should:

- ✓ Think about your background and experiences.
- ✓ Read the questions carefully.
- ✓ Think through your answer before responding to each question.

It is important that you answer the test questions honestly. Providing candid answers will ensure the best fit with the job.



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RETEST INTERVALS

If you do not qualify on the SVSPT, 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 in six months. 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 SVSPT 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.