



# Caliper First Step for Service

## PRODUCT FEATURES

- Take the test conveniently online
- Get immediate results
- Identify candidates who are likely to succeed in a service position

## Giving you certainty in your hiring decisions

Just imagine...before an applicant even leaves your office, you can know with certainty if he or she has the empathy, problem-solving abilities and a natural willingness to help others that are required for success in a service role.

With Caliper's First Step for Service, you can quickly find out if an individual you're considering has what it takes to help you meet your customer service objectives. This assessment, which can be taken online or in a paper-and-pencil format, enables you to look beyond a resume to see inner motivations, natural tendencies and potential for success in a servicing role.

Because we understand and are able to identify the underlying attributes of the best customer service employees, Caliper can help you make the most informed decisions and choices between candidates who, on the surface, might all seem qualified for the job.

Mary Flynn, Senior Vice President of Administration for Harden and Associates, Inc., shares, "We never hire anyone without testing them. It's one additional tool to help us make the

best decision. Many candidates have repeatedly gone through personal or phone interviews, and they often give canned responses. The First Step can tell us about their true aptitudes, attitudes and potential."

Our First Step for Service measures seven key attributes for determining an individual's potential for success in a service role. When an applicant takes this quick assessment, you'll know immediately if he or she possesses strong problem-solving skills, the thoroughness necessary to attend to details and avoid mistakes and the confidence to make decisions and handle difficult situations. You will determine if the candidate has the sociability to make customers feel at ease, the empathy needed to understand where someone else is coming from, the desire to help people and enough assertiveness to take charge of a situation and

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remain steadfast when necessary.

After having a candidate complete the Caliper First Step for Service, you will receive a summary and graph showing whether your candidate scored low, moderate or high in the attributes associated with top-performing employees in service-related positions.

"When we look at the results of the Caliper First Step," says Flynn, "we know we are comparing our candidates to a national database of employees

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Mary Flynn,  
Senior Vice President  
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in service roles. The results can raise red flags, identifying issues we didn't see in the personal interview that may be roadblocks to success. We can then follow up on these concerns in the next interview and determine if the candidate should remain in the running for the position. If the individual gets hired, we now have an awareness going into a job of the issues that need to be addressed. This way we can clearly communicate our expectations and tie the issues into their personal development plan."

In addition, if you require more in-depth information about a particular candidate's abilities, the Caliper Next Step is available. The Next Step delves even further into an individual's personality attributes to determine potential for success in areas of management or sales, for example. This can be very beneficial if certain candidates show exceptional promise and you'd like a more thorough, detailed analysis of how they are likely to perform in any number of roles within your organization. Or, as Mary Flynn points out, "If we hire someone for an entry-level position and want to promote them later, we can use the Next Step to get a full understanding of their potential for success in the new role without having to start the whole process over."



The Caliper First Step for Service can give you confidence in your hiring decisions as well as provide a head start in developing those individuals you'd like to promote and encourage to grow with your company. ■

#### **About Caliper**

*Caliper helps companies achieve peak performance by advising them on hiring the right people, managing individuals most effectively and developing productive teams. The accuracy, objectivity and depth of our personal consulting approach enables us to provide solutions that work for over 25,000 companies.*

**CALIPER**  
*Solutions for peak performance.*

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