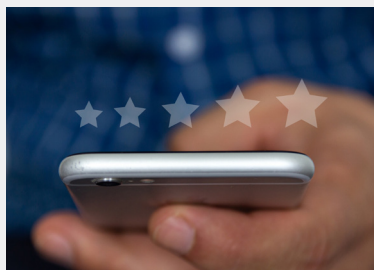


Hire Smarter, Delight Customers and Grow Your Business

Customer service professionals are often seen as the face of an organization and their performance can directly impact customer satisfaction rates, loyalty and reputation. This makes hiring and training the best customer service talent with the right skill set the key to successful customer onboarding and retention. The Customer Service Aptitude Profile™ (CS AP™) enables users to identify critical skills in candidates, as well as gaps and development opportunities for current employees in customer service roles.



The top two most frustrating aspects of a poor customer experience are a representative's lack of knowledge or inability to resolve the issue (35%) and having to repeat the same information multiple times (32%).¹

Why CS AP™?

Employee turnover can be a significant drain on your resources due to decreased levels of customer satisfaction and loyalty. The CS AP™ is designed to help you hire, develop and engage high-performing customer service talent, to delight customers and grow your business.

58%

Nearly two-thirds (58%) of global consumers will sever a relationship with a business due to poor customer service.¹

Interview Guide

Take the stress out of hiring



Highlight candidate strengths and weaknesses
Understand how the candidate might behave on the job based on their scores
Structured interview questions and specific rating scales for each competency

Development Report

Engage, develop & grow



Highlight employee strengths and weaknesses
Strategies and advice for developing each competency
A complete structure for creating an action plan for development



CS AP™ Quick Start Resources

Beyond assessment, there are additional resources included that will enable you to incorporate the CS AP™ into your hiring, retention and development processes quickly and easily.

User Guide



Simplified and easy-to-use, this guide can be accessed anytime, to help you administer, interpret and use the CS AP™ to its highest potential.

E-learning Modules



Self-paced, virtual training modules allow you to get certified anywhere, anytime.

Technical Manual



Learn about the science behind the assessment, with key insights on the tool's reliability and validity. A great resource to get buy-in from senior leadership.

Expert Consultation



Our team of expert Talent Solutions Consultants can help you develop strategies for deployment and find additional tools to strengthen your hiring, retention and development processes.

Companies with initiatives to improve their customer experience see employee engagement increase by 20% on average.¹

Certification	Access to E-Learning modules, resources and online Talent Assessment Portal (TAP) + Tokens to generate first report	One time purchase required for use
Interview Guide	Generate this report type through your TAP account online	Purchase per report
Development Report	Generate this report type through your TAP account online	Purchase per report

Ready to take the next step with the CS AP™ in your organization?



Talk to a Talent Solutions Consultant
Visit: <https://mhs.com/talent-assessments/#consultants>



Get Certified
Call: 1-800-456-3003
Email: customerservice@mhs.com

