

# Customer Interview Simulations

## Suitable for

- Graduates–Managers

## Use for

- Selection (AC)
- Development (DC)

## Test format

- Interview
- 55-70 minutes



One-to-One



## Overview

This type of exercise simulates an external, one-to-one meeting between a Participant and a Role-player.

The situations include customer service, negotiations, and sales cases. Most of the situations are face-to-face, but some are designed to operate over the telephone (such as in a call centre).

Each exercise has two briefs – one for the Participant, and one for the Role-player.



## Criteria

These types of exercise typically elicit behaviours related to the following Competencies:

- Interpersonal Sensitivity
- Communication Skills
- Customer Service
- Commercial Awareness
- Flexibility
- Stress Tolerance



## Timings

The time required for these exercises varies, but the following is a useful guide:

Administrator instructions	5 mins
Participant preparation	5 mins
Interview	30mins
Participant report form	5 mins



## Professional Skills

These exercises are evaluated by assessors, who must be competent in behavioural assessment. Check our Assessor Skills course for details.

Please contact us for more information.



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## Exercise Contexts

These off-the-shelf exercises cover a range of industry sectors:

- Construction
- Financial Services
- Health
- Hotel Catering
- IT/Telecom
- Manufacturing
- Pharmaceutical
- Retail
- Professional Services



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