



Study Guide for Bilingual Customer Service Representative Performance Test

Test Numbers:

4301 (Spanish)
4302 (Cambodian)
4303 (Cantonese)
4304 (Korean)
4305 (Mandarin)
4306 (Vietnamese)

Human Resources
Talent Planning and Programs
Southern California Edison
An Edison International Company

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Introduction

The purpose of this study guide is to familiarize you with the **Bilingual Customer Service Representative Performance Test** designed to test your proficiency in the non-English language. This guide contains background information about the test, test description, and a study sample.

Background Information

The **Bilingual Customer Service Representative Performance Test** is offered for individuals who speak English and one of the following languages: Spanish, Cambodian, Cantonese, Mandarin, Korean, and Vietnamese.

The **Bilingual Customer Service Representative Performance Test** is intended to ensure that people in these bilingual positions are proficient in the non-English language they use through a performance/skill test that is job related. The test is designed to stimulate situations the applicant might encounter on the job (e.g., a phone discussion of a typical customer problem or request).

Description of the Test

The **Bilingual Customer Service Representative Performance Test** is set up as a role-playing exercise in one of the six non-English languages being evaluated. The applicant (you) plays the role of a Customer Service Representative, while one rater assumes the role of a customer. A second rater acts as an observer. The rater who acts as a customer has a script to follow verbatim, in the non-English language. The applicant is given a booklet with short paragraphs of his/her part of the conversation. The applicant's part of the conversation is given in *English*, as *general instructions/directions* as to where the conversation should lead. Each paragraph is written on a separate page to identify different parts of the conversation. The customer (rater) will turn the page as a signal that it is time to move on to the next paragraph on the following page.

The applicant (you) should read the relevant paragraph, think of its meaning, and respond to the customer (rater) in the **non-English language in his/her own words**. The instructions are given in such a way that verbatim translation of the written paragraph would not sound like a conversation.

The conversation between the rater and the applicant concentrates on a typical inquiry customers might have, such as a request for turn on/off of electricity or a billing inquiry. The script is designed to simulate a work-related situation. However, the script exists only to help the applicant concentrate on presenting the correct language. This is a test of language proficiency not a test of Southern California Edison (SCE) customer service procedures.

The conversation between the rater and the applicant is audio recorded to allow later reviews of the conversation, if necessary. All tape-recordings will be confidential and used for testing purposes only.

Test Session

It is important that you follow the directions of the test administrator or rater exactly. If you have any questions about the testing session, be sure to ask the test administrator or rater before the test begins. You may **NOT** leave the room once the testing starts.

All cellular/mobile phones, pagers or other electronic equipment will NOT be allowed in the testing area.

The test has does not have a time limit.

You will receive a Test Comment form to provide comments about the test content. Write any comments you have and turn it to the test administrator or rater when you are done.

Study Guide Feedback

At the end of this guide you have been provided with a Study Guide Feedback page. If a procedure or policy has changed, making any part of this guide incorrect, your feedback would be appreciated so that corrections can be made.

Test Taking Strategies

Introduction

The following list provides common sense techniques you can use before the test begins.

Before the test:

- Think of the test as a way of demonstrating your level of understanding of the non-English language and your ability to communicate clearly with another person.
- This is a test of language proficiency, not of SCE knowledge. The important thing is that you need to be able to communicate clearly in the non-English language that you are tested for.

During the test:

- Be confident- if you feel confident about passing the test, you may lose some of your anxiety.
- Be sure to listen carefully to the raters and respond accordingly. The rater will turn the page when you are done discussing a section of the conversation to indicate that it is time to move on.
- This is not a timed test, so do not feel rushed. Take your time and think about your responses.
- Ask questions (in the non-English language) to clarify words or sentences that are not clear to you during the test.
- If you don't know a particular word, look for another way of expressing the same idea and keep on going.
- If the test room becomes noisy or there are other distractions or irregularities, mention them to the test administrator or raters immediately.

Remember the techniques described in this section are only suggestions. You should follow the test taking methods that work best for you.

Study Sample

The **Bilingual Customer Service Representative Performance Test** requires you to demonstrate your proficiency in speaking the non-English language being tested. Your score will depend on the flexible use of the language, presentation of the language, customer focus approach, professional composition of the language, and cultural awareness as it relates to each non-English language.

The following sample script should give you some idea of the form the test will take.

1. Greet the customer. Thank them for calling and ask how you may be able to assist them.

This is expressed in the non-English language by the applicant who, for this example, would play the role of the Customer Service Representative.

2. Hello my name is Joe Edison. I am calling because I have not received my bill.

This is said in the non-English language by a rater who, for this example is playing the role of a customer.

3. I will send you another copy of your bill.

This is said in the non-English language by the applicant playing the role of the Customer Service Representative.

4. Okay, thank you. When will I receive it?

This is said in the non-English language by the rater playing the role of a customer.

5. You will receive it within 3-5 business days.

This is said in the non-English language by the applicant playing the role of the Customer Service Representative.

Study Guide Feedback

Please use this page to notify us of any changes in policies, procedures, or materials affecting this guide. Once completed, return to:

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Test Name: Bilingual Customer Service Representative Performance Test

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