



## Test Information

### RETAIL SALES - CUSTOMER SERVICE

**eTicket Number:** 3214177500576028242  
**Issued to:** mkukuk@cityofclawson.com

**Name:** Machele Kukuk  
**ID:** 3214177500576028  
**Date:** 1/15/2010  
**Time:** 13:01  
**Time Taken:** 14 minute(s)



## Performance Overview

**SCORE:** 90% (18/20)  
**Percentile ranking:** 85

#### All recorded scores:

Number of scores: 1002  
Average score: 73%



## Performance Analysis

### LEVELS

	Score	Correct	Total
BASIC:	90%	18	20

### TOPICS

	Score	Correct	Total
CUSTOMER SERVICE:	90%	18	20

### QUESTIONS

Q #	Topic	Name	Status	Time (# secs)	Level
1	CUSTOMER SERVICE	Angry Customer 1	Correct	110	BEG
2	CUSTOMER SERVICE	Angry Customer 2	Correct	35	BEG
3	CUSTOMER SERVICE	Foul Language	Correct	83	BEG
4	CUSTOMER SERVICE	Customers First 1	Correct	31	BEG
5	CUSTOMER SERVICE	Waiting Customers	Correct	27	BEG
6	CUSTOMER SERVICE	Showing Attention	Incorrect	91	BEG
7	CUSTOMER SERVICE	Explaining Policy	Correct	39	BEG
8	CUSTOMER SERVICE	Customer Error	Correct	39	BEG
9	CUSTOMER SERVICE	Shipping Delay	Correct	35	BEG
10	CUSTOMER SERVICE	Shipping Error	Correct	42	BEG
11	CUSTOMER SERVICE	Taking Responsibility	Correct	15	BEG
12	CUSTOMER SERVICE	Lost Customers	Correct	15	BEG
13	CUSTOMER SERVICE	Customers First 2	Correct	25	BEG
14	CUSTOMER SERVICE	Customer Distance	Correct	24	BEG

15	CUSTOMER SERVICE	Showing Disagreement	Correct	39	BEG
16	CUSTOMER SERVICE	Body Language	Incorrect	14	BEG
17	CUSTOMER SERVICE	Out of Stock	Correct	43	BEG
18	CUSTOMER SERVICE	Customer Questions	Correct	29	BEG
19	CUSTOMER SERVICE	Aggressive Selling	Correct	31	BEG
20	CUSTOMER SERVICE	Dissatisfied Customer	Correct	34	BEG