

INFORMATION GUIDE BILINGUAL CUSTOMER SERVICE REPRESENTATIVE PERFORMANCE TEST

**TEST NUMBERS:
4301 (SPANISH)
4302 (CAMBODIAN)
4303 (CANTONESE)
4304 (KOREAN)
4305 (MANDARIN)
4306 (VIETNAMESE)**

INTRODUCTION

The Bilingual Customer Service Representative Test is a performance test offered for individuals who speak English and one of the following languages: Spanish, Cambodian, Cantonese, Mandarin, Korean, and Vietnamese. The test was designed to measure proficiency in the non-English language. The test is designed for both internal and external candidates; therefore, it does not contain Southern California Edison specific procedures. This guide contains information about the test, strategies for taking tests, and other information to help you prepare.

Test Session

The **Bilingual Customer Service Representative Performance Test** is designed to simulate typical customer inquiries or requests encountered on the job (e.g., billing inquiry or electricity turn on/off request) in one of the six non-English languages being evaluated. The test is a role-playing scenario where you assume the role of a bilingual Customer Service Representative (now called an Energy Advisor). A trained role player (rater), fluent in the non-English language being evaluated, plays the part of the customer. You will have a conversation with the role player (rater) in the non-English language. A second rater, fluent in the non-English language being evaluated, acts as an observer.

Prior to beginning the test, you will receive instructions and a booklet with short paragraphs of your part of the conversation and time to review this information. More information on the test can be found on page 4 of this guide. The conversation between you and the role player is audio recorded for scoring purposes. All recordings will be confidential and used for testing purposes only. The entire process, including instructions, material review, and the role play conversation, takes approximately **60 minutes**.

Your test administrators will provide you with all the materials necessary to complete the test. It is important that you follow the directions of the administrator and raters exactly. If you have any questions about the testing session, be sure to ask the test administrator or raters before testing begins.

During the testing session, you may NOT leave the testing area, talk to others, smoke, eat, or drink. Since testing will take approximately **60 minutes**, you should consider these factors before the test begins.

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

You will have an opportunity to complete a test comment form during the testing session, should you have comments about the test content.

Information Guide Feedback

At the end of this guide you have been provided with an Information 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

Your emotional and physical state during the test may determine whether you are prepared to do your best. The following list provides common sense techniques you can use before the test begins.

CONFIDENCE

If you feel confident about passing the test, you may lose some of your anxiety. Think of the test as a way of demonstrating your level of understanding and proficiency of the non-English language and your ability to communicate clearly with another person.

CONCENTRATE

Try to block out all distractions and concentrate only on the test. Take your time and think about your responses. If the test room becomes noisy or there are other distractions or irregularities, mention them to the test administrator immediately.

FOLLOW INSTRUCTIONS

Listen to the instructions you receive from the test administrator and be sure to follow them. Listen carefully to the role player (rater) and respond accordingly.

CRITICAL READING

Read all directions and other documents carefully.

SPEAK CLEARLY

When participating in audio recorded exercises, be sure to speak clearly. If you don't know a particular word in the English language, look for another way of expressing the same idea and keep on going.

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

TEST INFORMATION

Introduction

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. You can use the following information to guide your preparation.

Description of Test

As noted earlier, the test simulates typical customer inquiries or requests encountered on the job. The test taker plays the role of a bilingual Energy Advisor and a role player/rater plays the part of the customer.

The test taker is given a booklet with short paragraphs of their part of the conversation, which is given in *English, as general instructions/directions* as to where the conversation should lead. The test taker reads the paragraph in the booklet, thinks of its meaning, and convey the message to the role player/rater in the *non-English language using their own words*; listens to the role player/rater's response; and repeats the process until all paragraphs are complete. As you will see in the example below, verbatim translation of the written paragraphs would not sound like a conversation, so conveying the message in their own words is important. In the test taker booklet, each paragraph is written on a separate page to identify different parts of the conversation. The role player/rater will turn the page of their booklet as a signal that it is time to move on to the next paragraph on the following page.

Example

The following is an example of both sides of the conversation for a billing inquiry customer scenario. 1, 3, and 5 are the test taker's part of the conversation. 2 and 4 are the role player/rater's side of the conversation. The test taker's side of the conversation in the example below is given as general instructions/directions as to where the conversation should lead (i.e., not a script to translate verbatim), whereas the role player/rater's side of the conversation is scripted. During the test, the role player/rater's side of the conversation will not be visible to the test taker.

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

This is said in the non-English language by the test taker (you) who, for this example, would play the role of the Energy Advisor.

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 role player/rater who, for this example, would play the role of the customer.

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

This is said in the non-English language by you playing the role of the Energy Advisor.

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

This is said in the non-English language by the role player/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 you playing the role of the Energy Advisor.



INFORMATION 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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Human Resources – Testing
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COMMENTS: