

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 oral 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. This computer-based test simulates a role play scenario where you assume the role of a bilingual Customer Service Representative (now called an Energy Advisor) and listen to recorded customer responses.

Prior to beginning the test, you will receive instructions and complete a practice session to get familiar with the testing format. More information on the test can be found on page 4 of this guide. Your performance is audio recorded for scoring purposes. All recordings will be confidential and used for testing purposes only. You will have up to **30 minutes** to complete the test.

You will be provided with the instructions and materials necessary to complete the test. It is important that you follow the directions presented to you. If you have any questions about the testing session, be sure to ask the test administrator 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 **30 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

Read the instructions carefully and be sure to follow them.

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 non-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 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 computer-based test simulates typical customer inquiries or requests encountered on the job. The test taker plays the role of a bilingual Energy Advisor and the customer's part of the conversation is a recording.

The test taker is presented with their part of the conversation on the computer screen, which is given in English, as general instructions/directions as to where the conversation should lead. The test taker reads the text presented to them on the screen, thinks of its meaning, presses record and conveys the message in the non-English language using their own words; listens to the recorded customer response; and repeats the process until the test is 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 your own words is important.

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 customer'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 customer's side of the conversation is scripted.

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 the recorded customer response in the non-English language.

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 the recorded customer response in the non-English language.

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 email Southern California Edison's Corporate Testing to notify us of any changes in policies, procedures, or materials affecting this guide.

EdisonTesting@sce.com

Test Name: 4301 - 4306 Bilingual Customer Service Representative Performance Test

COMMENTS: