

PRO SERVICE SKILLS ®

“Skills Pro Service ®” measures the key skills essential for performing in service professions.



THE STRONG POINTS OF THIS TEST

- ✓ Reliable recruitment without costly mistakes
- ✚ Accelerated processes and rapid talent detection
- ☀ Team loyalty and reduced turnover
- 👉 Guaranteed excellence in customer relations
- ⚡ Optimized performance of service teams
- 🇪🇺 HR decisions secured by scientific evaluation



BENEFITS

Pro Service Skills ® is the expert solution for **recruiters**, **HR managers** and **operational managers** who want to **make their hiring decisions more reliable**, **reduce turnover** and **optimize service quality**. Thanks to a rigorous and scientific assessment of **relational**, **personal**, **technical** and **behavioral skills**, this test allows you to **anticipate the real performance** of candidates in the field.

By revealing the **soft skills essential** to success in service roles, you ensure **fairer recruitment**, a **lasting positive customer experience** and **better team stability**. This objective approach limits cognitive biases and aligns recruited profiles with the **values**, **business requirements** and **quality standards** of your organization.

Adopting **Pro Service Skills ®** means choosing an **innovative**, reliable and rapid approach for all your **recruitment**, **internal mobility**, **potential assessment**, **talent management** and **customer relationship quality challenges**. The test is **scientifically validated**, available in several languages, and easily integrates into your processes, whatever your workforce or your sector of activity.



PSYCHOMETRY

Test construction:

Pack: Recruitment

Questionnaire type: Ipsative

Number of questions: 120

Completion time 20 minutes

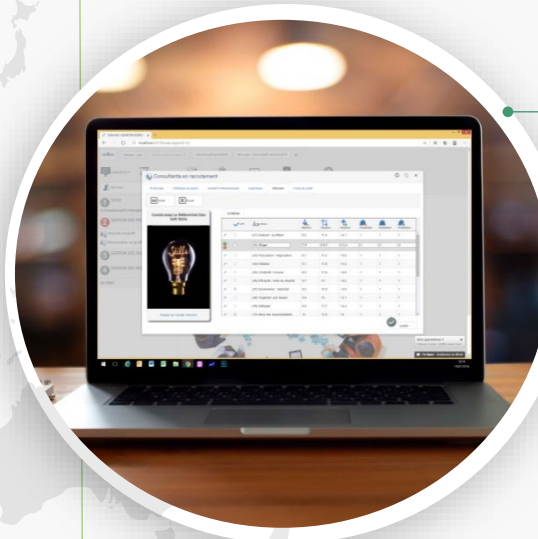
Test validation:

Double external validation

Internal validation, consistency

Loyalty

Reliability



Test available in



124 job descriptions
included



PRO SERVICE SKILLS ®



DIMENSIONS AND CRITERIA EVALUATED

PROFESSIONAL DIMENSION

- Ability to **observe** and analyze situations
- **Rigor** and sense of execution in the tasks assigned
- Effective **personal organization**
- Managing priorities and following instructions
- Compliance with current **procedures** and standards

RELATIONAL DIMENSION

- **Active listening** and understanding of needs
 - Ability to **work in a team** and collaborate
 - **Adaptability** to different interlocutors and contexts
 - **Sociability** and interpersonal skills
 - Mastery of **communication** and negotiation
 - **Self-control** and emotion management
- Availability and sense of service

TECHNICAL DIMENSION

500 multiple-choice questions on professional knowledge and know-how

PERSONAL DIMENSION

- **Autonomy** and sense of responsibility
- **Practicality** and operational efficiency
- **Vigilance** and attention to detail
- **Initiative** and ability to anticipate
- **Resistance** to stress and pressure
- Managing fatigue and maintaining motivation

