PSYCHOMETRICS · SIGMUND

PRO SERVICE SKILLS®

Customer orientation, active listening, prioritisation and stress resistance for frontline roles. 20 minutes.



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THE SOLUTION TO SERVICE HIRING THAT HOLDS

Frontline service is judged in seconds: a greeting, a queue handled, a complaint absorbed. The qualities that decide a season are invisible on a CV. The test measures active listening, self-control, prioritisation and customer handling, so you staff a counter or a floor with people who keep the standard at peak hour.

What is it used for? Retail assistants, hospitality staff, receptionists, customer advisers, team leaders. Built for seasonal waves, multi-site openings and high-turnover frontline roles.



01 **Retail area manager**
Staff peak days with people who hold under pressure

02 **HR manager, hospitality**
Cut early exits from front desk and floor roles

03 **Store manager**
Compare candidates on service reflexes, not on charm

04 **Customer service lead**
Identify who listens, arbitrates and recovers a complaint

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WHAT THIS TEST CHANGES FOR YOU.

Four dimensions read the counter, the team, the temperament and the tools.

01

Active listening

Understanding the real need behind a request, under queue pressure.

02

Self-control

Emotional management when a customer escalates in front of others.

03

Prioritisation

Ordering tasks when the floor asks for everything at once.

04

Customer handling

Relationship management, follow-up and problem solving at the desk.

05

Service availability

Sense of service, sociability and adaptability to any audience.

06

500+ trade questionnaires

Job knowledge modules for retail, hospitality and reception.

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~120 QUESTIONS · ~20 MINUTES

DIMENSIONS & CRITERIA ASSESSED

24 criteria across 4 dimensions.

01 PROFESSIONAL SKILLS

5 CRITERIA

Ability to observe and analyze situations

Thoroughness and a sense of execution in assigned tasks

Effective personal organization

Prioritization and adherence to instructions

Compliance with procedures and current standards

02 INTERPERSONAL SKILLS

7 CRITERIA

Active listening and understanding of needs

Ability to work in a team and collaborate

Adaptability to different stakeholders and contexts

Sociability and interpersonal ease

Proficiency in communication and negotiation

Self-control and emotional management

+ 1 more criterion

03 PERSONAL SKILLS

6 CRITERIA

Autonomy and a sense of responsibility

Practical sense and operational efficiency

Vigilance and attention to detail

Initiative and ability to anticipate

Resistance to stress and pressure

Fatigue management and maintaining motivation

04 TECHNICAL SKILLS

6 CRITERIA

Proficiency in communication tools

Effective customer relationship management

Ability to solve problems

Foreign language skills

Knowledge of applicable standards and regulations

+ Over 500 job knowledge questionnaires

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RESULTS YOUR HR TEAM CAN USE IMMEDIATELY.

After the assessment, SIGMUND turns answers into concrete markers to recruit, compare and prepare the interview. An AI-based assistant, available as a chatbot, also helps you interpret the results and move to action.



01

Scores and reference profile

A competency report with detailed scores, self-assessment and comparison against the expected profile.

02

Report that fits the need

From the full report to the short summary, depending on the level of detail the recruiter or manager needs.

03

Clear visualisations

Radar charts, histograms and comparisons to spot strengths and development areas at a glance.

04

Action guides

Interview questions and tailored follow-up tracks to dig deeper and prepare next steps.

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SCIENTIFIC RELIABILITY

A test built to support hiring, assessment and development decisions.

~120

QUESTIONS

4

DIMENSIONS

~20 minutes

COMPLETION TIME

VALIDATION

- **Independent external validation**
  Internal validation and consistency
- **Reliability and stability**
  Consistency of answers and scales
- **Job knowledge**
  500+ job-specific knowledge questionnaires

AVAILABLE IN

More than 10 languages

French · English · German · Spanish and more

Contact our team for a demo: service@sigmund.net

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