

Teleperformance Assessment Test Questions And Answers

TELEPERFORMANCE ASSESSMENT TEST 2024 QUESTIONS AND ANSWERS GRADED A+

The term _____ means the ability to identify with, understand and appreciate another persons' feelings, motives, desires, and situations.

- a. Initiative
- b. Empathy
- c. Professionalism
- d. Rapport Ans✓✓- B. Empathy

As a customer service representative you are required to check the system to determine if the caller has legal authorization to act on behalf of a member.

- a. True
- b. False Ans✓✓- True

Which of the following is an appropriate phrase showing ownership?

- a. "I can't process that request"
- b. "I am not sure what I can do for you"
- c. "I understand. Let me take a look at your information "
- d. "I don't understand your request?" Ans✓✓- C. "I understand. Let me take a look at your information"

What are two type of advance directives?

- a. Letter of intent and power of attorney
- b. Living will and power of attorney For health care
- c. Last will and power of attorney for health care
- d. Medical will and power of attorney Ans✓✓- B. Living Will and Power of Attorney for Health Care

Teleperformance assessment test questions and answers are a crucial aspect for candidates seeking employment at Teleperformance, a leading global outsourcing company. The assessment tests are designed to evaluate various skills, including problem-solving, communication, and customer service aptitude. Understanding the types of questions that are commonly asked can significantly improve a candidate's chances of success. This article provides an in-depth look at Teleperformance assessment tests, including frequently asked questions, effective preparation strategies, and useful tips for candidates.

Understanding Teleperformance Assessment Tests

Teleperformance assessment tests are tailored to assess the competencies required for various roles within the company. These tests may include a combination of personality assessments, cognitive ability tests, and situational judgment tests. The primary goal is to identify candidates who possess the necessary skills and mindset to thrive in a customer service environment.

Types of Assessment Tests

The assessment process may involve several types of tests, including:

- **Cognitive Ability Tests:** These tests measure logical reasoning, numerical skills, and verbal comprehension.
- **Personality Assessments:** These assessments help gauge a candidate's suitability for the role by evaluating personality traits and work styles.
- **Situational Judgment Tests (SJTs):** SJTs present candidates with hypothetical scenarios to assess their decision-making and problem-solving skills in a customer service context.
- **Technical Skills Tests:** For roles requiring specific technical expertise, these tests evaluate proficiency in relevant software or tools.

Sample Teleperformance Assessment Test Questions

To better prepare for the assessment, candidates can benefit from reviewing sample questions. Below are examples of questions that may appear in different types of assessments.

Cognitive Ability Test Questions

1. Numerical Reasoning:

A store sells 120 items in a week. If the sales increase by 25% the following week, how many items will be sold that week?

- A) 150
- B) 160
- C) 180
- D) 200

Answer: C) 180

2. Verbal Reasoning:

Choose the word that best completes the sentence: "The manager's decision was ____ by the team's

lack of preparation."

- A) influenced
- B) hindered
- C) supported
- D) ignored

Answer: A) influenced

Personality Assessment Questions

1. True or False:

I prefer to work in a team rather than alone.

Answer: (Your answer may vary based on your personality)

2. Rate on a scale of 1-5:

How comfortable are you with handling customer complaints?

- 1: Not comfortable at all
- 5: Very comfortable

Answer: (Your answer may vary based on your self-assessment)

Situational Judgment Test Questions

1. Scenario:

You receive a call from an upset customer who is dissatisfied with a product. What is your first step?

- A) Apologize for the inconvenience and ask for more details about the issue.
- B) Tell the customer that it's not your fault.
- C) Transfer the call to a supervisor immediately.
- D) End the call politely.

Answer: A) Apologize for the inconvenience and ask for more details about the issue.

2. Scenario:

A colleague is not completing their share of the work, affecting your deadlines. How do you handle the situation?

- A) Confront them aggressively about it.
- B) Ignore it and do the work yourself.
- C) Discuss the issue with them calmly and find a solution together.
- D) Report them to your manager without talking to them.

Answer: C) Discuss the issue with them calmly and find a solution together.

Preparation Strategies for Teleperformance Assessment Tests

To excel in Teleperformance assessment tests, candidates should adopt effective preparation strategies. Here are some tips:

Research and Understand the Company

- Familiarize yourself with Teleperformance's values, mission, and services. Understanding the company culture can help you align your answers during the assessment.
- Review the job description to identify the key skills and competencies required for the role.

Practice Sample Questions

- Utilize online resources and practice tests to become comfortable with the format and types of questions you may encounter.
- Focus on cognitive ability tests, personality assessments, and situational judgment tests to gauge your strengths and weaknesses.

Enhance Your Skills

- Work on improving your numerical, verbal, and critical thinking skills through online courses or practice materials.
- Engage in role-playing exercises to simulate customer interactions and practice your problem-solving abilities.

Tips for Success on the Assessment Day

On the day of the assessment, candidates should keep the following tips in mind to enhance their performance:

Stay Calm and Focused

- Approach the test with a positive mindset. Anxiety can hinder your performance, so practice deep breathing and positive affirmations before starting.

Read Instructions Carefully

- Take the time to read all instructions thoroughly before answering questions. Misunderstanding the instructions can lead to mistakes.

Manage Your Time Wisely

- Keep an eye on the clock, but don't rush through the questions. Allocate your time based on the number of questions and their complexity.

Be Honest in Personality Assessments

- Answer personality assessments truthfully. There are no right or wrong answers, and being authentic can help ensure that you are matched with a role that fits your strengths.

Conclusion

In conclusion, understanding **Teleperformance assessment test questions and answers** is essential for candidates aspiring to join this esteemed company. By familiarizing yourself with the different types of assessments, practicing sample questions, and implementing effective preparation strategies, you can enhance your chances of success. Remember to stay calm, read instructions carefully, and be authentic during the assessments. With the right approach, you can demonstrate your suitability for a role at Teleperformance and take a significant step toward your career goals.

Frequently Asked Questions

What types of questions are commonly found in a Teleperformance assessment test?

The assessment test typically includes situational judgment questions, behavioral questions, and basic aptitude tests that assess numerical reasoning, verbal reasoning, and problem-solving skills.

How can I prepare for the Teleperformance assessment test?

To prepare, review common assessment test questions, practice numerical and verbal reasoning exercises, and familiarize yourself with situational judgment scenarios. Additionally, researching Teleperformance's company culture can help you align your answers with their values.

Are there specific topics I should focus on for the Teleperformance assessment test?

Focus on customer service scenarios, conflict resolution, teamwork, and communication skills, as well as basic math and language proficiency.

What is the format of the Teleperformance assessment test?

The test is usually administered online and consists of multiple-choice questions, situational judgment scenarios, and sometimes a short written response section.

How long does the Teleperformance assessment test take?

The duration of the assessment can vary but typically lasts between 30 minutes to 1 hour.

Can I retake the Teleperformance assessment test if I am not satisfied with my score?

Teleperformance's policy on retakes can vary by location and position, so it's best to inquire directly with the recruitment team regarding their specific guidelines.

What should I do if I encounter technical issues during the Teleperformance assessment test?

If you experience technical difficulties, contact the support team or helpdesk provided in the assessment instructions immediately for assistance.

Are there any tips for answering situational judgment questions on the Teleperformance assessment test?

When answering situational judgment questions, consider the best practices for customer service, focus on empathy and problem-solving, and choose responses that demonstrate teamwork and effective communication.

What is the passing score for the Teleperformance assessment test?

The passing score can vary depending on the position and region, so it's important to check with the recruitment team for specific score requirements.

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