

QUESTIONS

Most and Least Likely to Preform 1

Apologize to him about the situation and promise him that you will do all you can to help him. Tell him to call back the next day as the business of the day has closed and you are already going home.

- Most likely to do
- Least likely to do

Most and Least Likely to Preform 2

Apologize to him about the situation. Tell him that you are going to contact the person that responded to his call initially to see how far he has gone with resolving the issue and you will get back to him.

- Most likely to do
- Least likely to do

Scenario 1

Star Technologies is a big software development company. The Company has gained a strong reputation in delivering high-quality software. It is one of the giants in the industry and prides itself in customer satisfaction and meeting deadlines.

You are a graduate trainee with the company. You were assigned to work as the assistant to one of the lead-developers of the company. You have been with the company for 3 months. Your roles are to collect orders and tag them according to their complexities and deadlines and to help the lead-developer with the less complex projects.

Situation

Situation 3

One evening while you are arranging your table and tidying up your office before the end of the work day, a client whose project was delivered two weeks ago calls you on your cellphone. He is upset that some of the functions he specified were not included in the software that was delivered to him. He claimed that he called company three days ago and was promised a feedback in 24 hours but he hasn't get any response.

You were the person that delivered the software to him and he test-run the software in your presence and certified it. He has made his complete payment for the project.

Review the following responses A to D and indicate which one you believe to be the response to the situation you would be "most likely to do and the response to the situation which you would be "least likely to do.

Competency being measured: People and Relationship skills, service ethos and dealing with difficult challenges.

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