

# Caterpillar Non-Management Selection Process (CNSP) Support Practice Test

## Instructions

This packet contains sample items for the **CNSP – Support Role** test. The items contained in this packet are meant to provide individuals with an idea of what to expect when they take the test. Answers for the sample items are listed on the last page.

There is one section to the test. It is called the Customer Service Career Battery (CSCB). It assesses your ability to work within an environment where you may be dealing with internal and external customers. The Customer Service Career Battery contains questions about your reactions to customer/ internal partner requests and your prior experiences in actual work situations.

The questions in this battery are divided into three sections.

1. The first section asks you to answer multiple choice questions based on your prior work experience.
2. The second section asks you to rate the effectiveness of each action for accomplishing the stated goal using a 5 point scale.

1	2	3	4	5
Very Ineffective	Somewhat Ineffective	Neither Effective nor Ineffective	Somewhat Effective	Very Effective

3. The third section asks you to indicate how strongly you agree or disagree with each statement using a 5 point scale.

1	2	3	4	5
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

## Customer Service Career Battery Example Items

1. A customer contacts you with a question about an outdated process that you don't have any experience with or know anything about. You decide to:
  - a. Explain that you don't know the answer, but will return the call by a specific date.
  - b. Transfer the call to a coworker whom you believe has more information about the process.
  - c. Place the customer on hold while you track down the answer using other internal resources.
  - d. Respond to the customer with the most likely answer based on your current knowledge of the process.

**Rate the effectiveness of each action in the following list for dealing with a difficult customer.**

1	2	3	4	5
Very Ineffective	Somewhat Ineffective	Neither Effective nor Ineffective	Somewhat Effective	Very Effective

2. Describing the reasons why you are not able to address the complaint at this time.
3. Seeking information to find out which company representative is responsible for the issue.
4. Letting the customer know that the complaint is not major enough to become upset about.

**Indicate how strongly you agree or disagree with each statement using the scale below.**

1	2	3	4	5
Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree

5. I frequently have theoretical discussions about work.
6. I wait to make major decisions until the last minute.

## **Answers to Example Items**

1) a

Items 2-6 have no single correct answer. Candidates should respond to these items based on their own work experiences.