

# Sample Customer Service Aptitude Test

**Sample Customer Service Aptitude Test** - Our Customer Service Aptitude Tests can help you identify the top performers. These tests will measure customer service behavioral traits and statistically compare them with others who have taken the test. We recommend you view a free sample, so just complete the form and we'll email to you. The Customer Service Aptitude Profile (CSAP) is an adaptation of the Sales Achievement Predictor and measures personality traits that are critical to success in customer service and customer service-related positions. The customer service aptitude test is used in every industry where company representatives interface with clients, such as banking, restaurants, post offices and professional offices that utilize receptionists. The Customer Service Aptitude Test is a scientifically validated test which is designed to measure and analyze important aspects of personality and behavior that are instrumental in determining how individuals perform in jobs which require customer service aptitude and skills.