

opc assessment

PRACTICE TESTS

Customer Service Numerical Test (CSNT)

Free Sample

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About the Customer Service Numerical Test (CSNT)

The Customer Service Numerical Test (CSNT) is designed to assess your ability to solve customer-orientated numerical information.

Improve your performance with the practice test

Research has shown that your test score is likely to improve if you practice. So, if you spend some time practising with this practice test then you will help yourself to do your best.

How to complete the practice test

This practice test has a number of numerical problems for you to solve. The numerical problems are all based around a fictitious transport organisation, Fast Service, that operates buses, trains and aeroplanes throughout the United Kingdom and Europe. A numerical data card is provided for you on the next page and you will need to use this card to work out each numerical problem. The data card gives you important information taken last year from a number of different parts of the Fast Service business.

There are four possible answers for each question labelled, A, B, C or D. You have to choose the answer you think is correct by using only the information in the reference material. For each numerical problem you can use a calculator to work out the answers.

Final Instructions

There are **4** questions in total. You can either:

- print this document out and mark your answers with a pen in the button next to your choice (A, B, C or D) for each question; or,
- work through the questions inside this PDF and mark your answers by clicking on the button next to your choice (A, B, C or D) for each question.

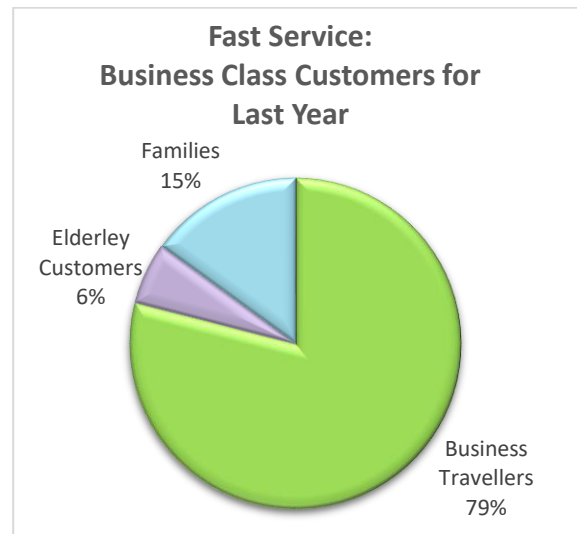
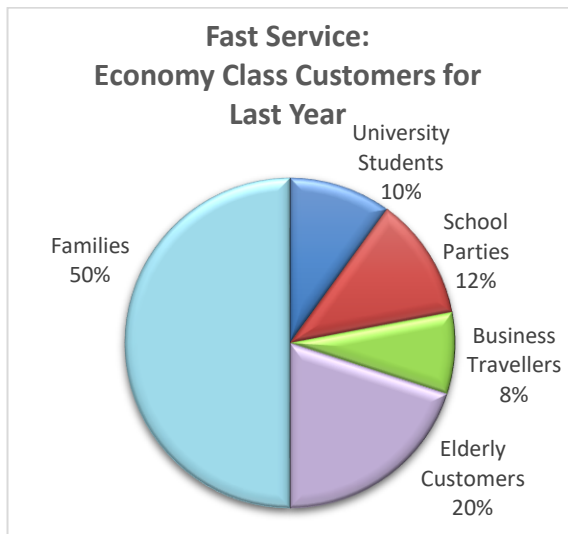
Remember:

- Work through the questions as quickly and accurately as you can.
- If you are not sure of an answer then select your best choice.
- You **can** use a calculator.
- You can use rough paper to make any notes.

Now turn over to complete the practice questions.

Fast Service Data Card

Performance			
Service	Number of Seats Available	Number of Seats Occupied	Number of Customer Commendations
Upper Class	1,200	300	28
Business Class	800	600	31
Economy	1,000	900	41



Questions

1. **What percentage of economy passengers were school parties?**
 - A. 14%
 - B. 11%
 - C. 13%
 - D. 12%

2. **How many economy seats were available last year?**
 - A. 1,500
 - B. 800
 - C. 1,000
 - D. 1,200

3. **What percentage of Business Class seats were sold to families last year?**
 - A. 15%
 - B. 6%
 - C. 50%
 - D. 12%

4. **What percentage of elderly customers occupied economy seats?**
 - A. 10%
 - B. 6%
 - C. 8%
 - D. 20%

STOP. This is the end of the practice test.

The answers

To score your test please look back through your answers and input them (e.g. A, B, C, or D) in the table below under the column 'My answer'. Once you've transferred your answers into the table you can then compare them with the correct answers. Give yourself one mark for each correct answer.

Q.	My answer	Correct answer
1.		D
2.		C
3.		A
4.		D
		My TOTAL Score

Doing your best

- Whatever your score we recommend that you keep practising. Try the test again.
- After trying the test again, if you got any of the answers wrong then go back and work out where and why you went wrong on each question.
- If you have gone over a wrong answer and don't understand why it is wrong, then ask a friend or relative who might be able to help you understand why.

Completing other practice tests

Research has shown that practice can help you to improve your chances of performing well on a test. To help you prepare for the CSNT, an enhanced and more detailed practice test has been specifically prepared for you that is just like a real test.

The key benefits of purchasing the extended version of the CSNT practice test are as follows:

- the test is just like a real test with time limits so it will help you to practice working under time pressure;
- it provides you with full and easy to understand explanations as to the correct answers;
- it gives you hints and tips of how to prepare yourself for the real test; and,
- the test was developed by psychologists from OPC Assessment who design real tests that are used around the world.

OPC Assessment have other practice tests available that you might be interested in completing. Please visit our website www.theopc.co.uk for further information.

And finally, good luck!