

Bank Cashier - AUS (Teller 6.0)

Assessment Fact Sheet

Overview

Bank Cashier positions are integral to financial institutions as they conduct numerous banking transactions each day, as well as being the face of the bank to its customers. The Bank Cashier Solution contains scales that measure a person's ability to handle money, prevent transactional errors, promote quality customer service, and generate sales or referrals appropriately.

Job Level	Entry Level
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Job Family/Title	Banking
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Details

Average Testing Time (minutes)	31 minutes
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Maximum Number of Questions	270 questions (92 items on average)
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Number of Sittings	One
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Designed for Unproctored Environment	Yes
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Question Format	Simulation, Multiple Choice, Forced Choice Adaptive
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Knowledge, Skills, Abilities and Competencies Measured

Handling Money: This component measures the ability to quickly and accurately perform basic monetary computations to complete customer transactions. This component is characterised by being able to quickly identify and sum the value of various denominations of Australian banknotes and coins.

Service Professionalism: This is a measure of the tendency to have potential for professional success across industry type and functional area. This is characterised by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

Cashier Sales and Service: This measures the extent to which the candidate provides exceptional customer service while seeking out sales opportunities. This is characterised by explaining, promoting, and selling banking services, providing service on a number of routine transactions while cross-selling products, using information about the member to tailor recommendations and make referrals to appropriate internal representatives, and projecting a professional and positive image of the bank to the customer.

Influence: This component measures the tendency of a person's effectiveness in directing and influencing others. This trait is characterised by: persuading and negotiating effectively with others; influencing others' decision-making; and coordinating others' efforts to accomplish work.

Reliability: This component measures the tendency of a person's responsibility for his/her own actions and a commitment to performing assigned tasks. This trait is characterised by: reliability; proactive involvement in work; and a dedication to complete even the most mundane tasks.

Sense of Duty: This component measures a person's tendency to acknowledge and respect authority, and to accept and comply with rules. This trait is demonstrated by: trustworthiness; protecting sensitive or confidential information; following required procedures; and honouring one's commitment to the organisation.

Example Questions

Count out: \$ 21.40

Click the currency to dispense it to the customer.

Click the currency to return it to the drawer.

Return All

Kathryn Landers

Your next customer was in your bank last week. She had a complex deposit and spent a lot of time at the cashiers window. She was helped by another cashier who is very personable. Unfortunately, the other cashier's chattiness often leads to inaccuracies. You ponder this as she walks up to your window.

Watch the following video and choose the most and least effective answer of each from the options below.

What should you say?

- "I think I know what happened. Give me a minute to look into this for you."
- "I am sorry to hear we lost your deposit. Give me a minute to look into this for you."
- "I can certainly look into this for you."
- "I am sorry to hear about the delay. Let me look into this for you."

Most Effective

Least Effective

Next Question

In the last six months, the number of times I've been late for work or an appointment is:

a <input type="radio"/>	none
b <input type="radio"/>	1
c <input type="radio"/>	2
d <input type="radio"/>	3
e <input type="radio"/>	4 or more

Choose which of the two statements below is more true of you.

a I sometimes have difficulty arriving for appointments on time.

b I do my best to meet my obligations to others.

Example Reports

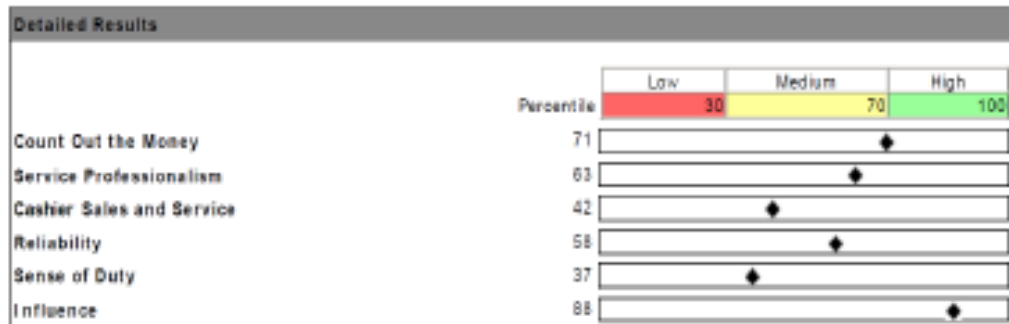
Recruiter Report : Bank Cashier - AUS



Applicant Information

Name: george washington
 Application Date: Wed Oct 12 12:21:00 PDT 2011
 Applicant ID: 4210
 Session ID: 67064852903563

This report is confidential and its contents are intended to assist in the prediction of an applicant's work behavior. If you would like more information about this interpretive report or other products that SHL offers, please contact your account representative.



Score Interpretation

Count Out the Money

This assessment measures the ability to quickly and accurately perform basic monetary computations to complete customer transactions. This component is characterized by being able to quickly identify and sum the value of various denominations of Australian banknotes and coins.

This candidate displayed an above average ability to perform monetary computations and is likely to quickly and accurately complete customer transactions. He/she is likely to take less time than his/her peers to complete simple transactions and is not likely to make many errors when completing computations. This candidate is likely to be proficient at balancing banknotes and coins in cash drawers.

Service Professionalism

This component measures the tendency to have potential for success across industry type and functional area. This is characterized by scores that are derived from responses to questions regarding academic and social background, and aspirations concerning work.

This candidate's response profile concerning past achievements, social orientation, and work orientation is moderately similar to the profiles of highly effective employees. The moderate match between the profiles suggests that this candidate is somewhat likely to be successful in this position.

Cashier Sales and Service

This assessment measures the extent to which the candidate provides exceptional customer service while seeking out sales opportunities. This trait is characterized by explaining, promoting, and selling banking services, providing service on a number of routine transactions while cross-selling products, using information about the customer to tailor recommendations and to make referrals to appropriate internal representatives, and projecting a professional and positive image of the bank to the customer.