



SERVICSCREEN™

SCREENING SERVICE PROFESSIONALS

The **SERVICSCREEN™** employs SMG's proprietary three component algorithm to assess a candidate's inherent customer service disposition, previous experience and attitudes toward a service career. In doing so, organizations are able to objectively screen out obvious non-fit candidates from their recruitment pipeline, thus making the recruitment-selection process more efficient and cost effective.

SERVICSCREEN™

- Provides a 24/7 recruitment and screening process
- Allows HR recruiters and hiring managers to identify candidates with highest probability for success
- Eliminates exhausting resume parsing
- Includes customized interview questions
- Allows for a centralized applicant portal with decentralized hiring process
- Includes complimentary Profile Administration Center (PAC)

The **SERVICSCREEN™** provides a comprehensive, candidate friendly solution to the challenge of targeting and screening a high number of potential recruits. It is a proven process for providing a quick snapshot of a candidate's potential to provide superior service, exceed the expectations of customers and exercise customer's loyalty.

SELFMANAGEMENT 
GROUP
SELECT | DEVELOP | RETAIN | TOP PERFORMERS

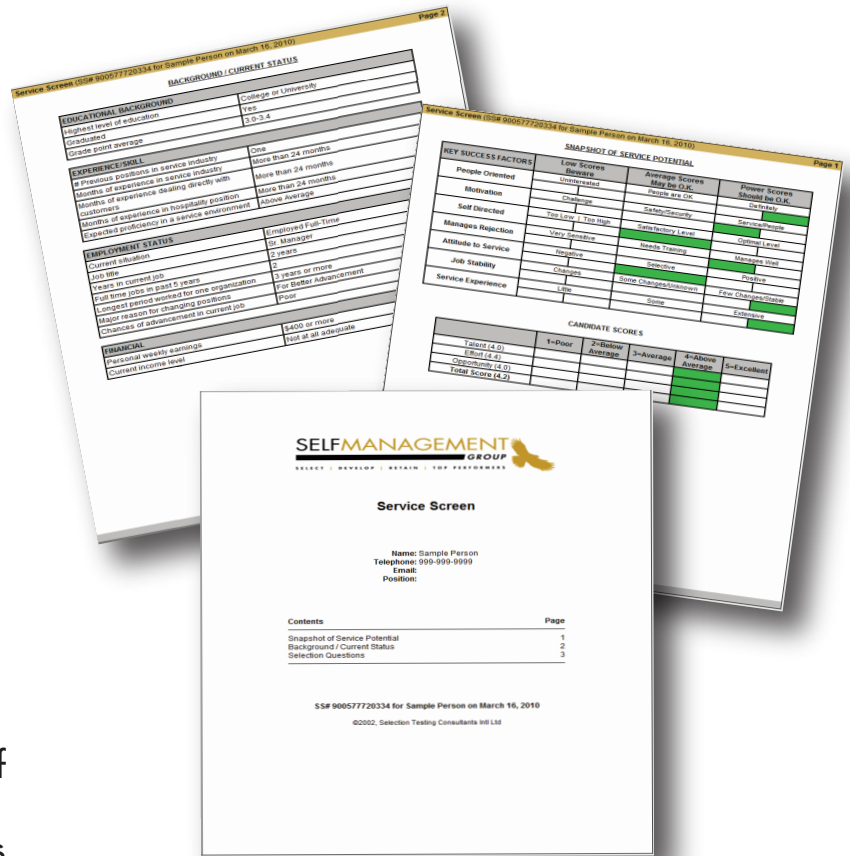
Identify and Select Individuals Who Would Thrive In Customer Service Roles

The **SERVICSCREEN™** is used by many organizations to identify and screen for candidates who will perform and survive in service environments. By assessing the inherent talent, effort history and fit to the position, the **SERVICSCREEN™** is able to assist a hiring organization to rank candidates and focus the hiring resources on candidates with the highest probability for success.

By focusing on candidates with a 'success' profile and screening candidates who lack the essentials, the **SERVICSCREEN™** is the first step in a recruiting process that improves the odds of hiring top performers.

In addition to an overall recommendation of service potential, the comprehensive report that is available immediately online includes an assessment of the candidate's:

- People Orientation
- Motivation to Service Customer Needs
- Ability to Manage Rejection
- Attitudes towards Service
- Job Stability - an indicator of retention
- Service Experience



SELF MANAGEMENT GROUP

The **Self Management Group** is a world leader in screening, selecting, developing, and retaining top performers. For over 30 years, the **Self Management Group** has partnered with leading companies to develop high performance, self managed organizational cultures.

For more information about the **SERVICSCREEN™** and the Self Management Group's other profiling and training systems please visit www.selfmgmt.com or call 416.746.0444.

