

# AVIATION ASSESSMENTS

## GROUND SUPPORT

Customer Service Agents are often the first face of your brand. The consistent speed and accuracy of Ramp Service Agents is key to on-time performance. Our assessments identify candidates with the characteristics essential for building customer loyalty and driving business results.

### CHARACTERISTICS MEASURED

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- Customer Focus
- Positive Mindset
- Self-Discipline
- Operational Quality
- Resilience
- Safety Orientation



### PERFORMANCE OUTCOMES

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- 30% greater ratings for overall performance and ability to work without close supervision
- 12% more likely to have a contagious positive outlook and strong drive to help others
- Consistently delivers a quality passenger experience

### POSITIONS

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- Customer Service Agent
- Ramp Service Agent

### TIME TO COMPLETE

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Assessments range from 10 to 30 minutes to complete and can be customized based upon your preferences.

**HIRE HIGH-PERFORMING EMPLOYEES TO SUPPORT YOUR OPERATIONS. CONTACT US NOW!**