



PREMISES TECHNICIAN AND WIRE TECHNICIAN ASSESSMENT (PTA) TEST GUIDE

WHY DO AT&T AND ITS AFFILIATES TEST?

At AT&T, we pride ourselves on matching the best jobs with the best people. To do this, we need to better understand your skills and abilities to make sure that you are indeed the right match for the job. Our ultimate goal is to set you up for success in your career at AT&T (that is, if AT&T is the right match for you). Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to identify people who are the best match for the job. Our philosophy is simple...if you succeed in your role, then we succeed as a company.

WHAT IS THE PREMISES TECHNICIAN AND WIRE TECHNICIAN ASSESSMENT (PTA)?

The PTA is a structured set of questions designed to assess various job-related skills and abilities such as communication and interacting with customers. The purpose of these questions is to evaluate your readiness to function in Premises Technician and Wire Technician jobs.

During the assessment you will be asked questions about how you handled situations or solved problems in the past. You will also be asked to describe any work experience, education and training you have that is relevant to Premises Technician and Wire Technician jobs.

The PTA takes approximately 15 to 20 minutes.

WHAT CAN I EXPECT TO SEE ON THE ASSESSMENT?

SAMPLE QUESTIONS

Here is a list of some sample questions. Please note that questions included in this list are not used in the AT&T assessment process. Doing well on the sample questions does not guarantee successful performance in any portion of the assessment process.

- ❖ Tell me about a time when you solved a problem in a way that particularly pleased a customer.
- ❖ Describe a time when a customer got angry with you. How did you react? How did you resolve the situation?

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

At AT&T, our goal in testing is not to cause you to fail; rather, our intent is to set our employees up for success. Remember, we succeed when you succeed. Experience on the job is not essential to perform successfully on the assessment. Although some questions refer to customer service job functions, the information is discussed at a general level. In many cases, you may refer to and explain experiences you gained outside of work (e.g., in school, community organizations, etc.) that pertain to the question at hand.

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Padhraic Smyth



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