

Hire with the **Virtual Customer**[™] and your *real* customers will thank you.



Virtual Customer Simulation



Recapture the lost art of customer service with Employment Technologies' new Virtual Customer Simulation. With the Virtual Customer, superior sales and service are just a click away!

The Virtual Customer gives you everything you need to hire and develop top-performing employees with the skills to:

- Provide attentive, courteous service
- Effectively resolve customer complaints
- Promote products and services
- Build customer loyalty
- Exceed customer expectations

Real Performance. Real Results.

Discover how applicants will treat your *real* customers as they interact with the Virtual Customer. The Virtual Customer blends cutting-edge gaming concepts with proven testing methods, resulting in an assessment that is both engaging for applicants and highly effective in predicting job success.

The real advantage of Virtual Customer is the experience! Applicants experience what it's like to interact with a variety of customers in a wide range of settings and solve real-world customer issues. Employers experience a highly predictive, cost-effective solution for prescreening applicants and quickly identifying candidates with the greatest potential for success.

Experience the Virtual Customer and you will hire and develop outstanding employees who perform better, stay on the job longer, and keep your customers coming back!

Another
eASY
SIMULATION[™]

From Employment Technologies Corporation



EASy Simulation Experience

Employment Technologies offers a complete hiring and development experience for customer service and retail sales providers that can include:

Virtual Customer Simulation

Virtual Cash Drawer

EASyView

Virtual Prescreening Interview

e.SKILLS and e.SKILLS Bilingual

Structured Employment Interviews

Retail Sales Fit Index

For more information:

800-833-EASy (3279)
www.etc-easy.com



Employment Technologies
CORPORATION

*The world's #1 provider of
pre-employment simulations*

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Why Simulation?

It works.

Pilots, surgeons, and astronauts use simulation for one simple reason—it works. Simulation works for your company too. When the cost of making a mistake is high, only the power of EASy Simulations lets your people test drive the job and prove they have the skills to succeed.

It's real.

With EASy Simulations, candidates perform actual job tasks. By immersing candidates in the job, they have a realistic preview of the job, and you have a realistic preview of the candidate.

It's easy.

EASy Simulations are web-delivered, giving you complete flexibility and convenience. Simulations can be administered onsite or remotely, and our data portal provides instant 24/7 access to comprehensive results for both hiring and development.

It's proven.

More than 50 studies confirm that EASy Simulations result in higher accuracy, more favorable acceptance, and less adverse impact than traditional tests. EASy Simulations are proven to:

- Predict performance with unparalleled accuracy
- Reduce HR time and costs
- Accelerate employee development
- Decrease errors and boost productivity
- Reduce employee turnover

About Employment Technologies

As the pioneer and world's #1 provider of pre-employment simulations, Employment Technologies has helped companies hire, develop, and retain top performers for more than 20 years. Millions of candidates have experienced our simulations, and EASy Simulations continue to be the most highly recognized and awarded HR products in the industry. When performance counts, realism gets results.

Experience is the EASy Simulation difference.